

More Info		Agreements		Attachments		Bill To/Ship To		Line Items		Line Item (SAP)		Orders		Terms & Totals		Charts	
New		Save		Reprice		Reprice AT		Delta Quote		Customize		Renumber		Profile		Ungroup	
Sequence	Qty	Item	Start Price	Net Price	Extended Price	UoM	Service ID	Service Point ID	Action								
1	10	California Wireless B	150.00	150.00	1500.00	Each		12-48HDJ39	Update								
2	1	Call Waiting	3.00	3.00	30.00	Per Month	273498201		Add								
3	1	Nokia 8009	160.00	160.00	160.00	Each			Delete								
4	1	Hands Free Access	25.00	0.00	0.00	Each											

Totals		Line Item Detail		Attributes	
Save		Cancel		Print	
Product:		California Wireless 800		Service Account:	
Service ID:				Billing Account:	
Service Point ID:				Agreement Name:	
Action:		Add		Test Agreement	
Package:				*Qty:	
Service:		X		10	
Service Asset #:				Write-In Product:	
				Attributes:	
				Covered Product:	
				Start Price:	
				89.99	
				Disc %:	
				10	
				Disc Amount:	
				Disc Price:	
				Keep Discount:	
				<input type="checkbox"/>	
				Current Discount:	
				Next Discount:	
				Net Disc %:	
				10	
				UoM:	
				Comment:	
				Pricing Co:	
				Product 1:	
				Part #:	
				Upsell:	

Fig. 9D-3

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More Info		Agreements		Attachments		Bill To/Ship To		Line Items		Line Item (SAP)		Orders		Terms & Totals		Charts	
Sequence	Qty	Item	Start Price	Net Price	Extended Price	UoM	Service ID	Service Point ID	Action	Service Account	Billing Account	Agreement Name					
1	10	California Wireless B	150.00	150.00	1500.00	Each		12-48HDJ99		A.K. Parker (Service)	A.K. Parker (Billing)	Test Agreement					
2	1	Call Waiting	3.00	3.00	30.00	Per Month	273498201		Update	A.K. Parker (Service)	A.K. Parker (Billing)	Test Agreement					
3	1	Nokia 8009	160.00	160.00	160.00	Each			Add	A.K. Parker (Service)	A.K. Parker (Billing)	Test Agreement					
4	1	Hands Free Access	25.00	0.00	0.00	Each			Delete	A.K. Parker (Service)	A.K. Parker (Billing)	Test Agreement					

Totals		Line Item Detail		Attributes	
Attribute Name	Data Type	Value	Description	Action	
No. Of Rings	Number	6	Number of rings before call is forwarded	Update	
Forwarding No.	Text	(650) 278-3632	Number to forward call to	-	

Fig. 9D-4

Sales Order **NEW** **Save** **Revise** **Submit** **1 of 7+**

***Order #** 36-14791176

Type: Sales Order

Priority: Medium

***Status:** Open

Revision: 1

Account: A.K. Parker

Site: Santa Clara

Last Name: Oppeman

First Name: Giles

Service Account: A.K. Parker (Service)

Billing Account: A.K. Parker (Billing)

Description: Description to the Sales Order.

Team: KLAQSHMI

Organization: Default Organization

***Currency:** USD

Opportunity: Service Warranties for Pe

Quote #: 10-3Y6RF

SR #: 38-J637WEBX

Agreement Name: Test Agreement

Sequence	Qty	Item	Start Price	Net Price	Extended Price	Unit	Service ID	Status	Action	Service Account	Billing Account	Ag
1	1	California Wireless	50.00	50.00	50.00	Each		Pending	Update	A.K. Parker (Service)	A.K. Parker (Billing)	Test

Fig. 9E

New Products and Services

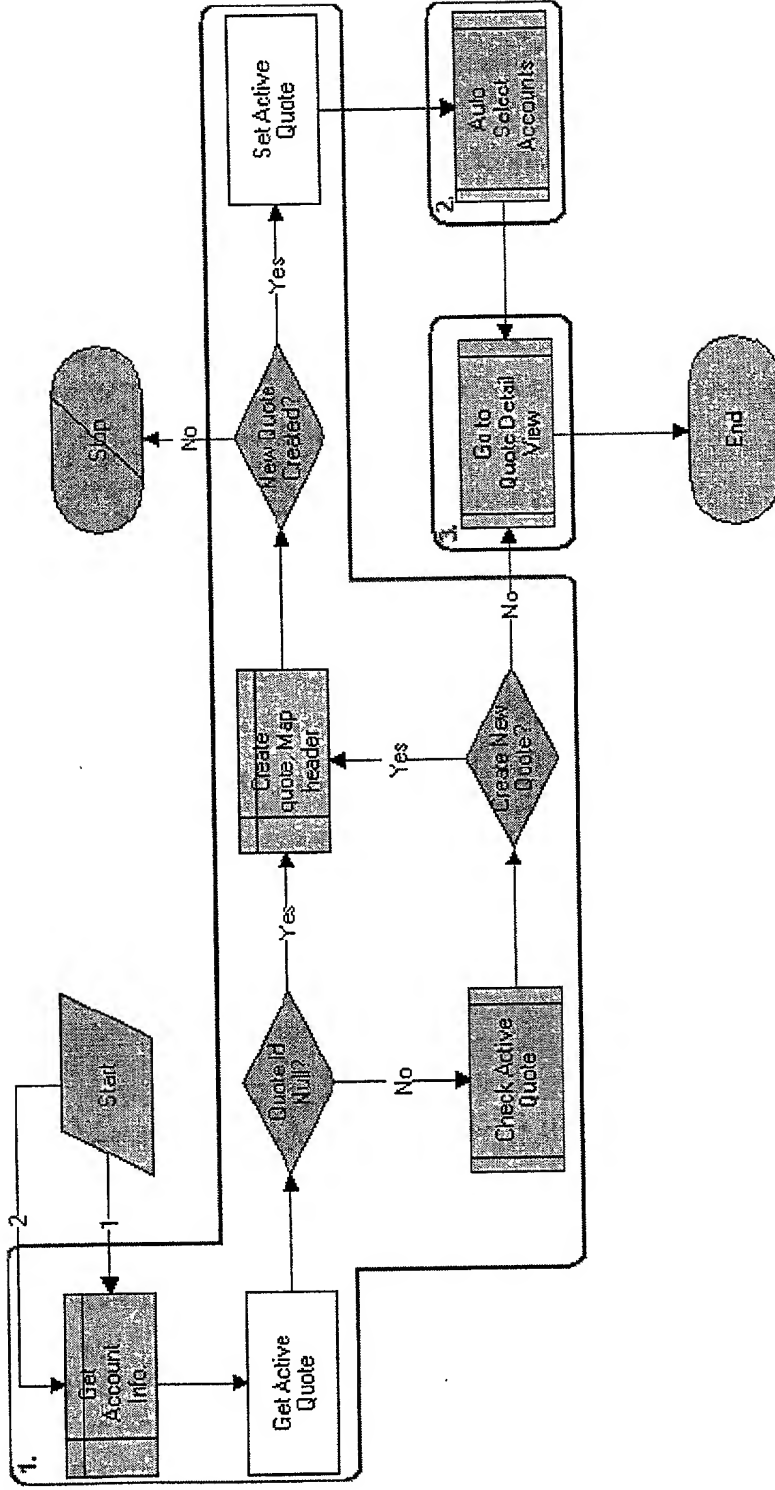


Fig. 10A

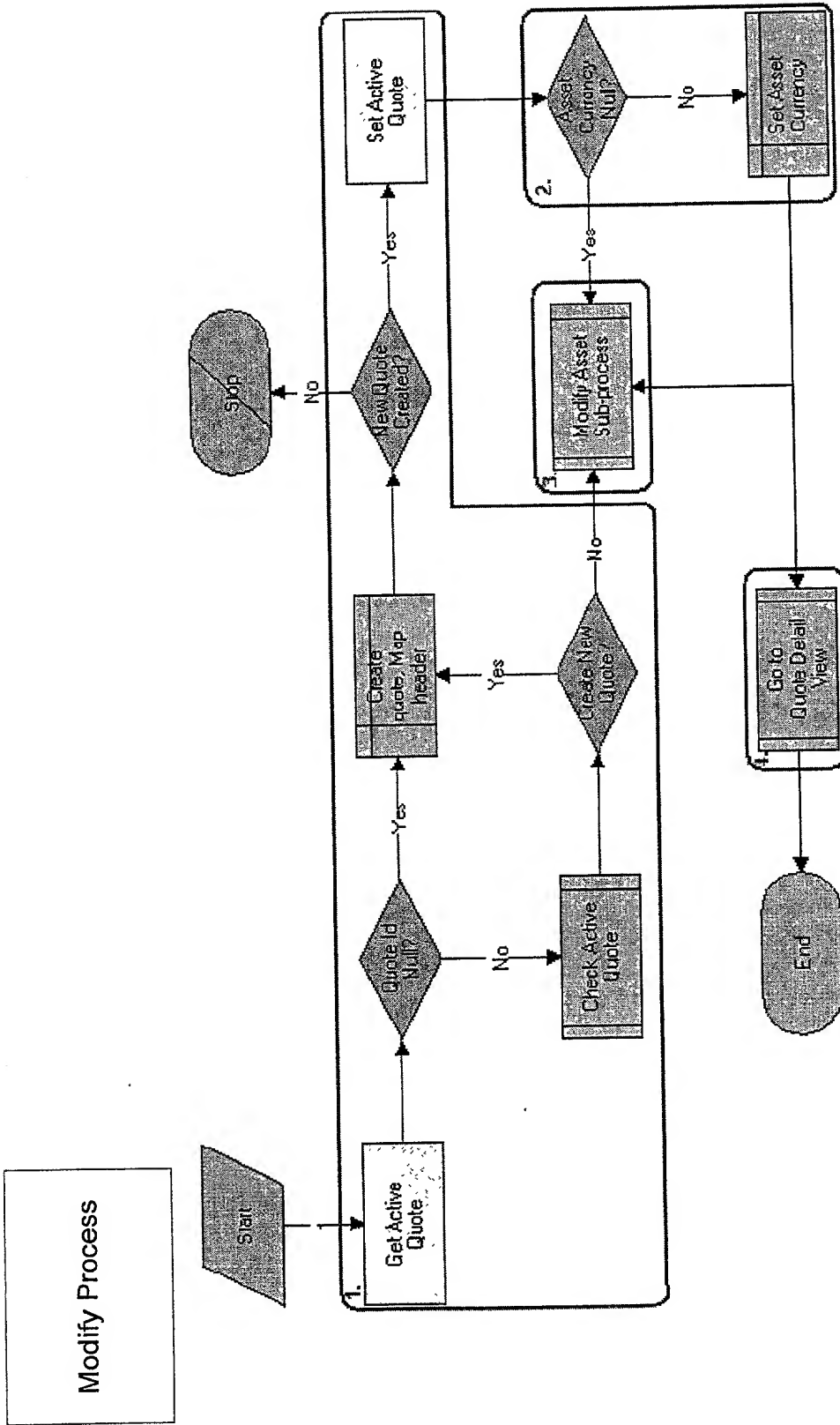


Fig. 10B-1

Modify Asset
Sub-process

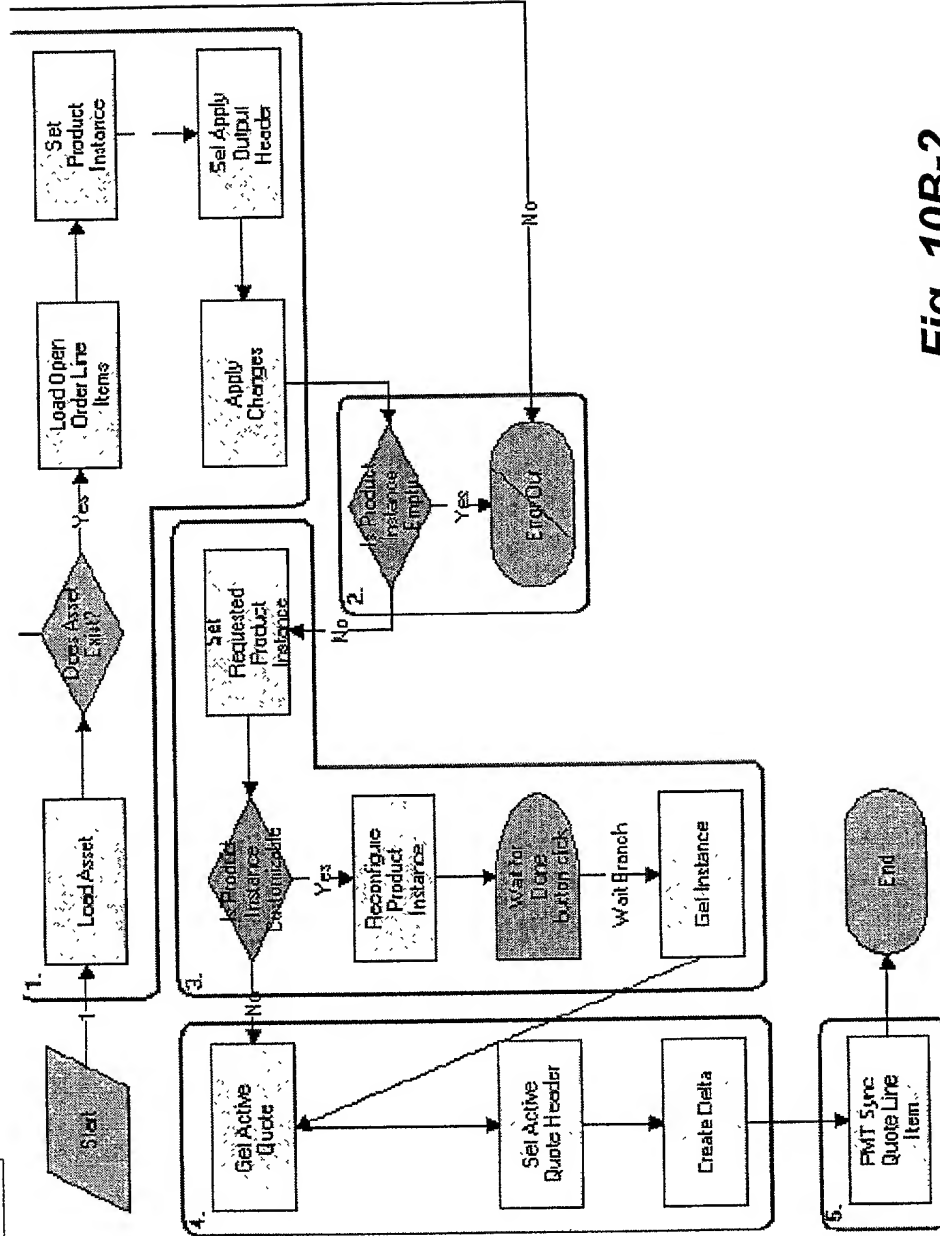


Fig. 10B-2

Disconnect Asset
Sub-Process

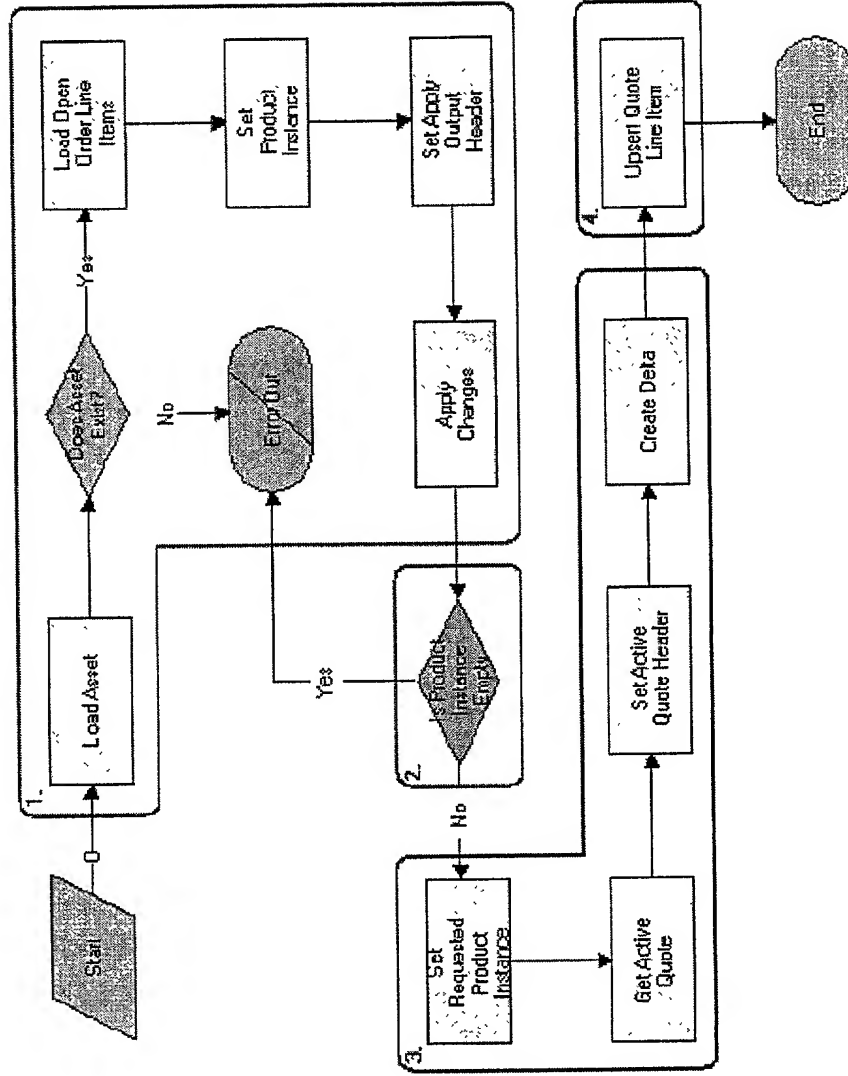


Fig. 10C-2

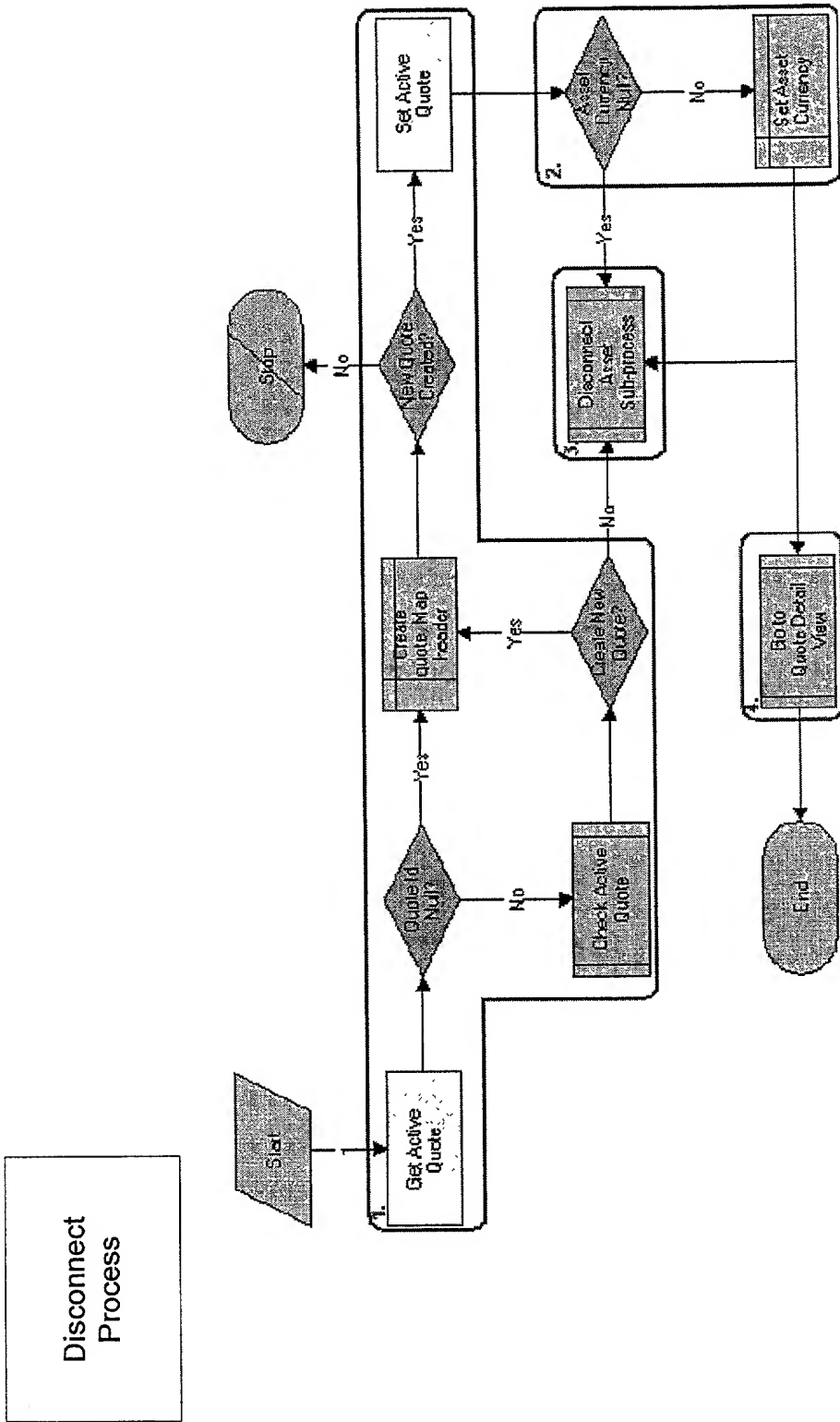


Fig. 10C-1

Profile Process

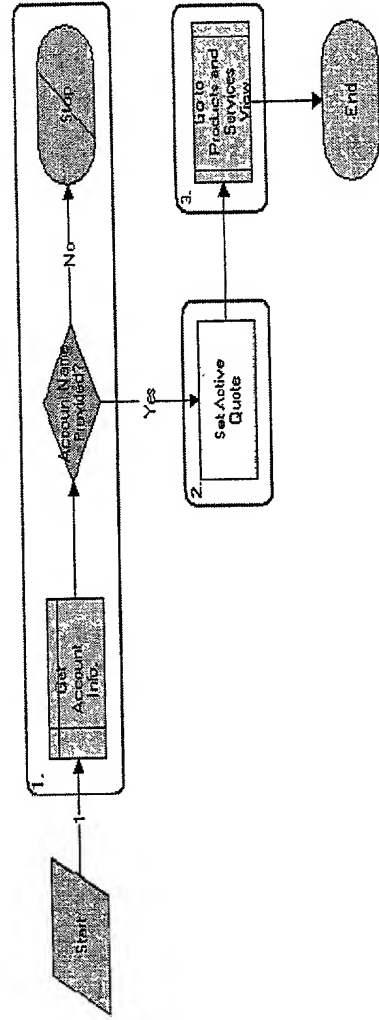


Fig. 10D

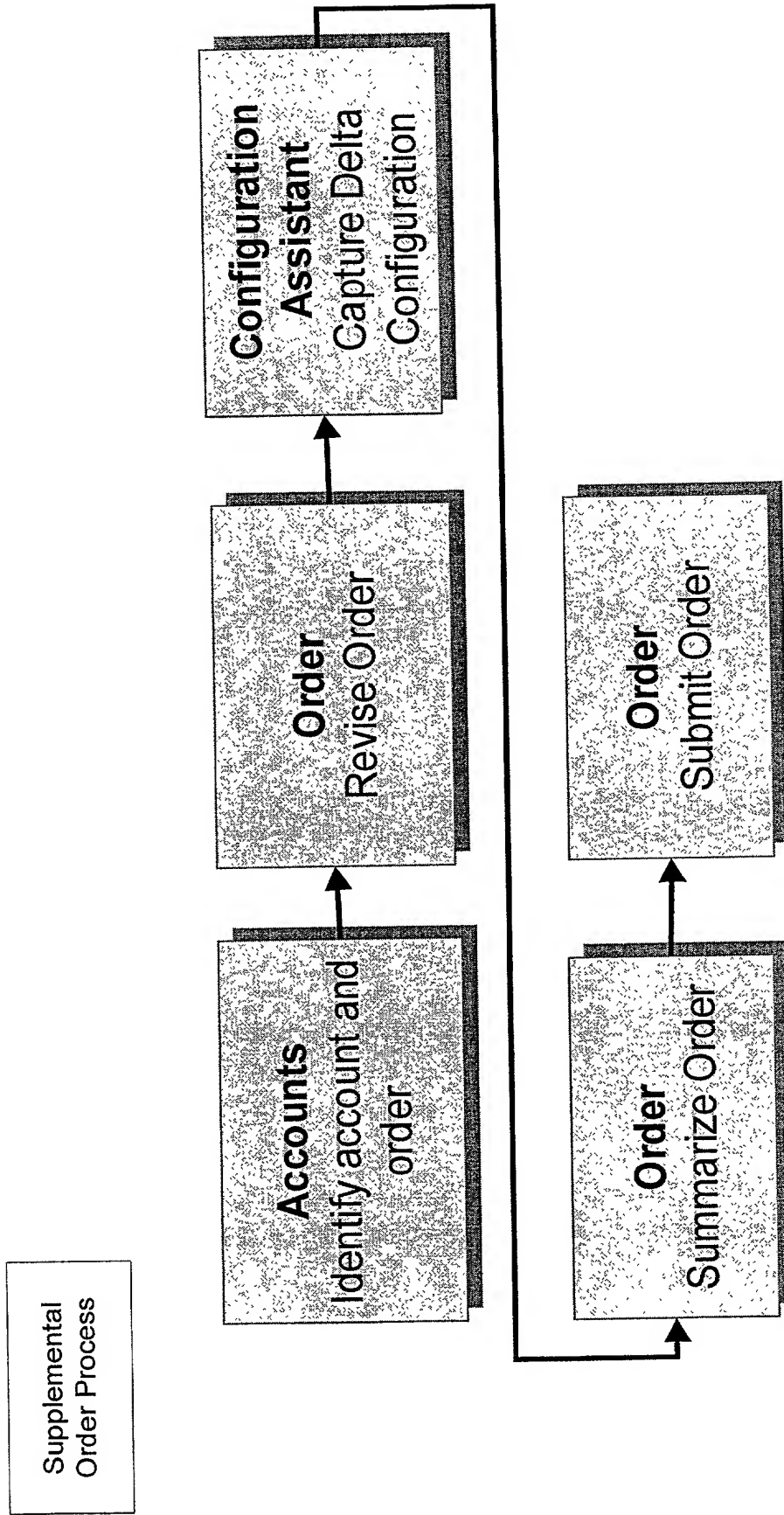


Fig. 10F

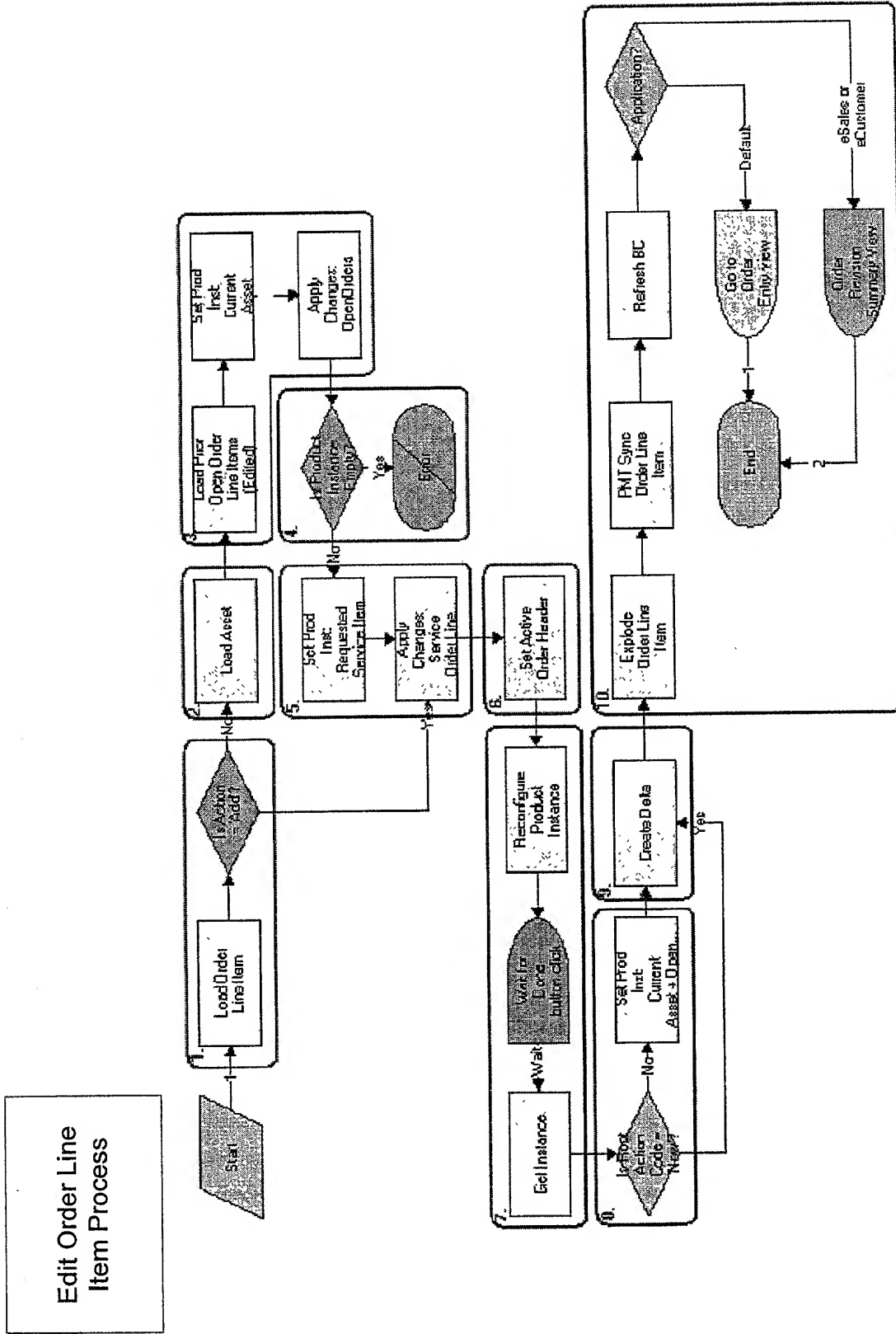


Fig. 10G

Quote to Order Process

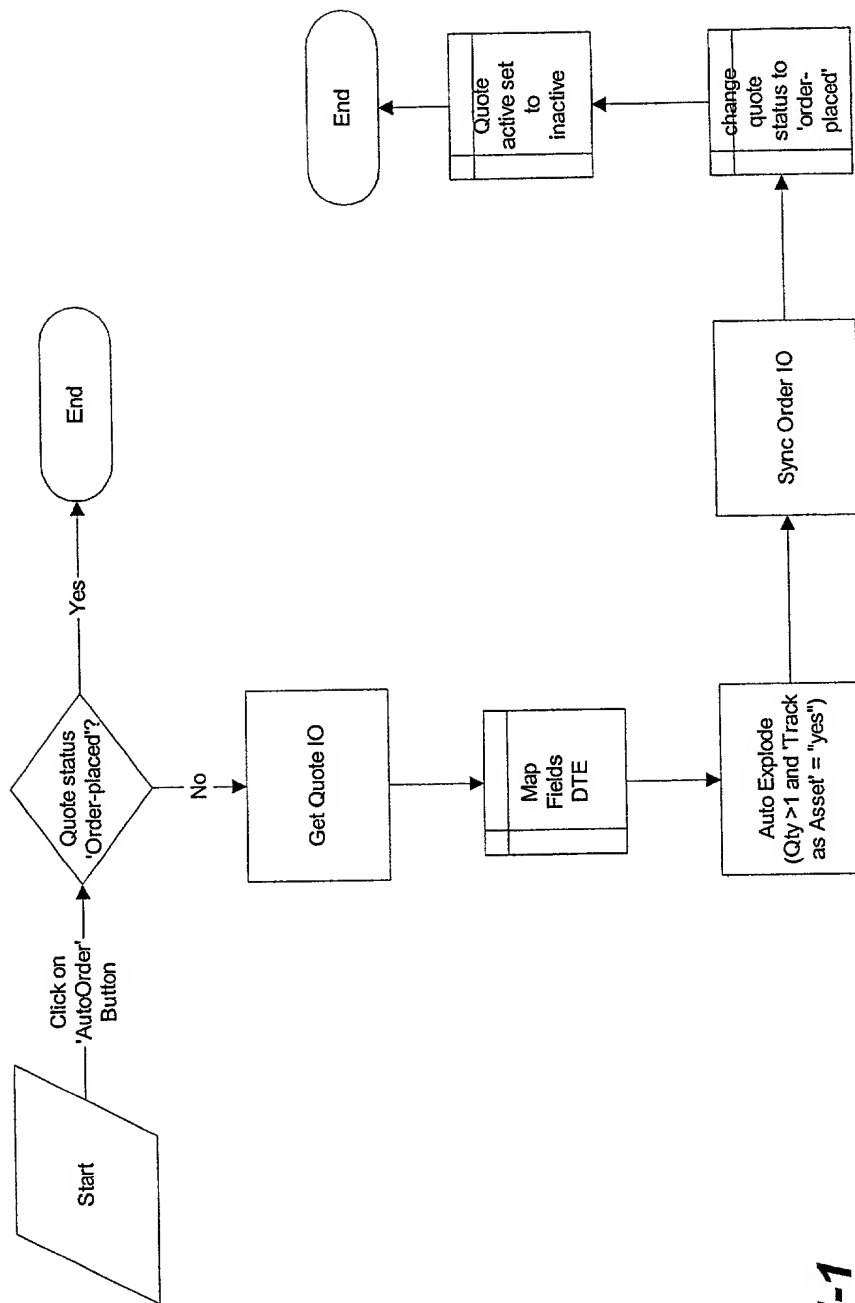


Fig. 10H-1

Quote:

Sales Order
Service Order...
Columns Displayed...
Advanced Sort...
Change Records
Merge Records
Imports...
Export...
Select All
Invert Selection
New Record
Edit Record
Save Record
Copy Record
Undo Record
Delete Record
New Query
Run Query
Refine Query
First Records
Last Records

Quote New Save Verify Browse Catalog Revise Update Opportunity Get Advice			
Quote #: 1-10MLH	Opportunity: [...]	Account: Marriott International	
Revision: 1	*Status: Order Placed	Last Name: Dalton	
*Name: 1-10MLH	Price List: Application List Prices - eBusiness	First Name: Mike	
Active: <input checked="" type="checkbox"/>	Discount: [...]	*Currency: USD	
Agreements Attachments Bill To/Ship To Shipments Product Search Line Items Lin			
Order #: 1672-1719601	Order Date: 9/18/2001 2:39:26 PM	Status: Open	Priority: Medium

FIG. 10H-2

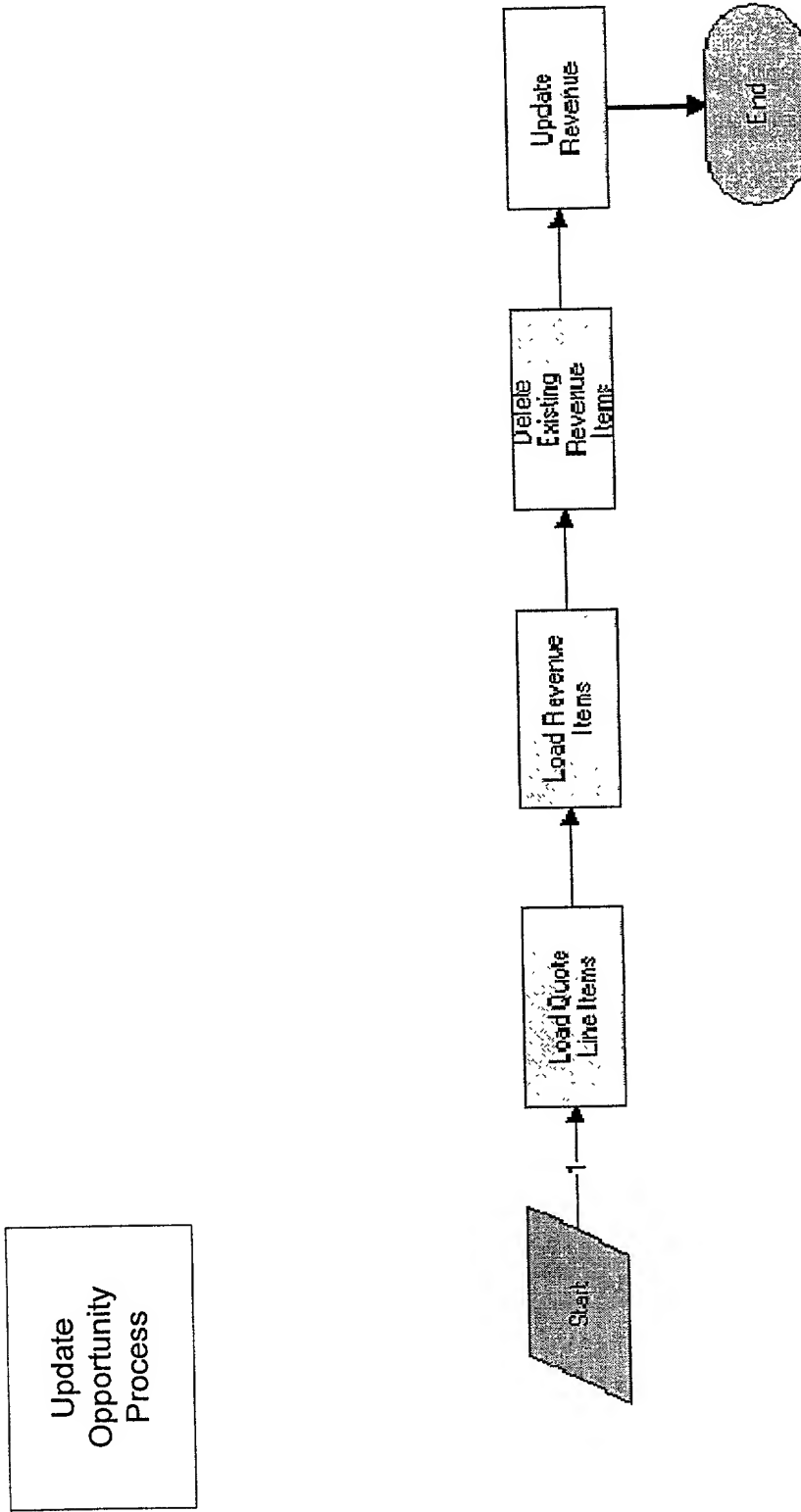


FIG. 101

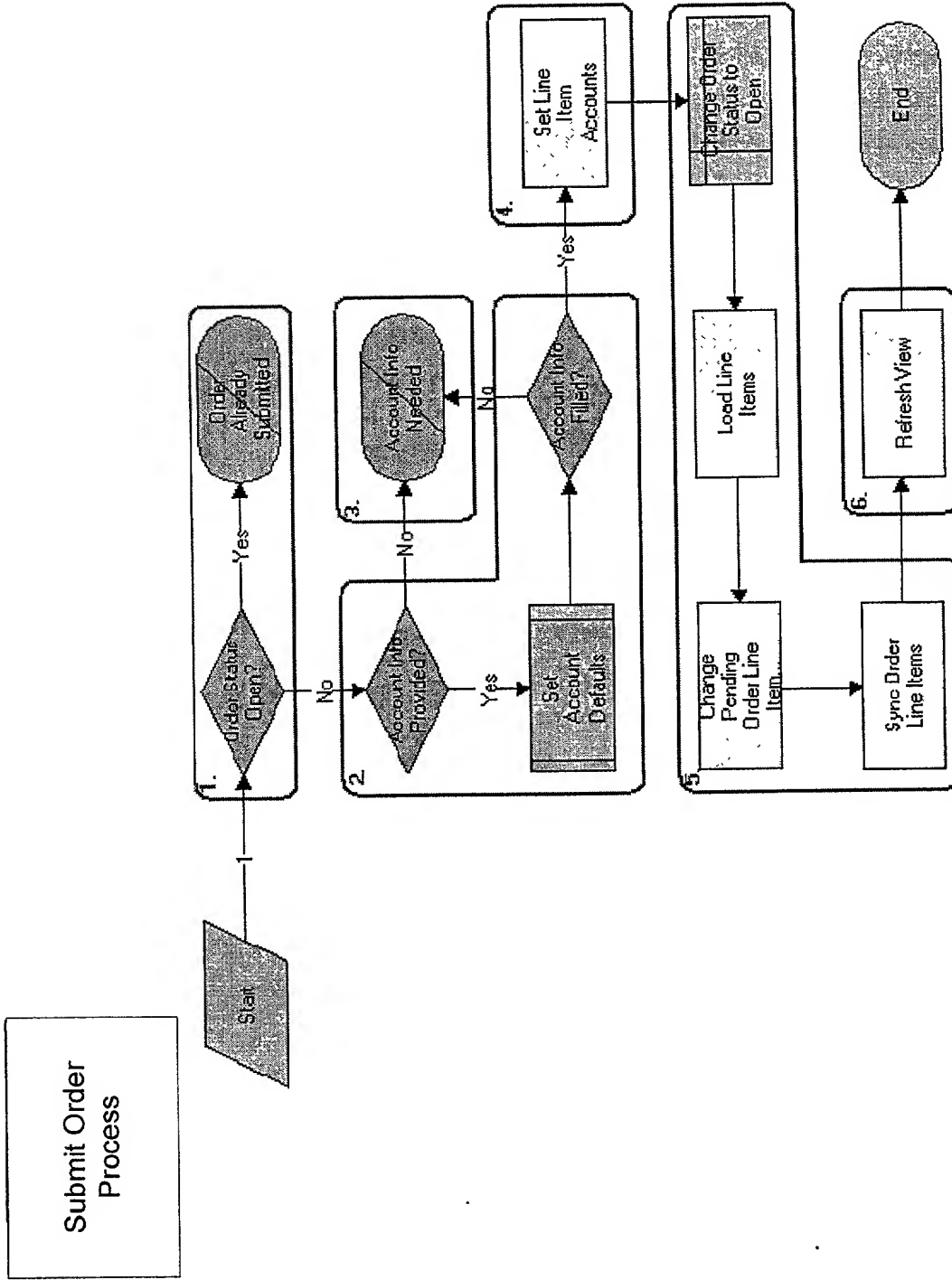


Fig. 10J

Ungroup Process

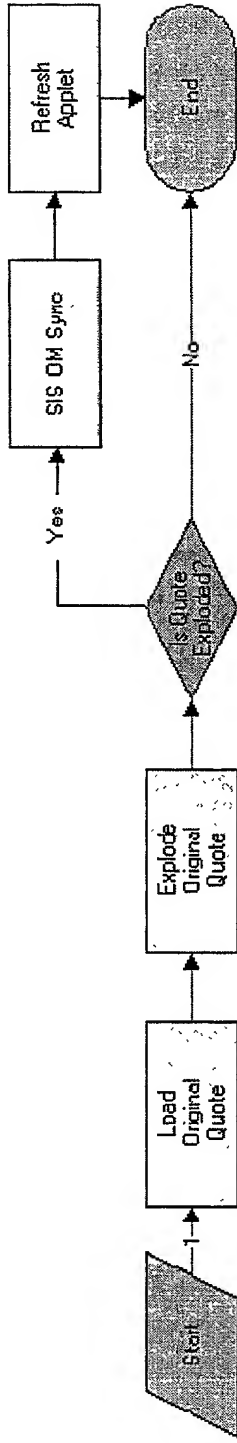


Fig. 10K

APPLY Completed Service Order Line Item Process

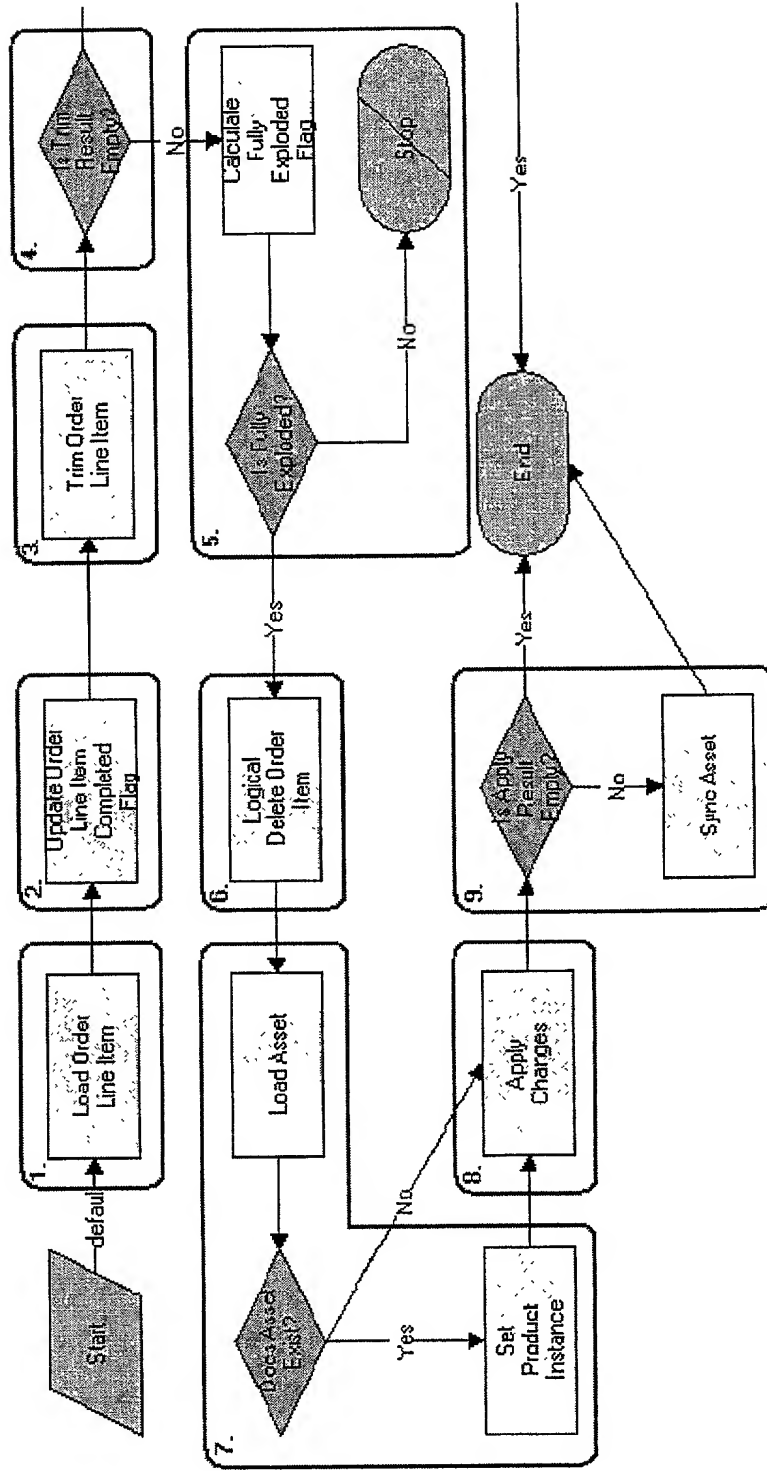


Fig. 10L

```

graph TD
    Start([Start]) --> S1[1. Start]
    S1 --> DMOA[Determine Move Out Address]
    DMOA --> DMIA[Determine Move In Address]
    DMIA --> IDMA{Identified OHL move-in address?}
    
    IDMA -- No --> CIDPA((Cannot Identify other Address))
    CIDPA --> IDMA
    
    IDMA -- Yes --> MIOA{Move-In Address Move-Out Address?}
    MIOA -- Yes --> MOO([Move-In Move-Out])
    MOO --> IDMA
    
    MIOA -- No --> RCSI[Read Current Service Items]
    RCSI --> AESI{Any existing Service Items?}
    AESI -- No --> IOMI{Identified One Move-In Address?}
    IOMI -- No --> NAEI([No Existing Service Items In])
    IOMI -- Yes --> NSITB[No Service Items to be Moved]
    NSITB --> CDF{Continue or Cancel?}
    CDF -- Continue --> S10[Get Account Info]
    CDF -- Cancel --> GBAV[Go back to Account View]
    
    AESI -- Yes --> CAICF[Call Account Info for Quote creation]
    CAICF --> COQD[Create Output Quote for Delta]
    COQD --> LDCH[Load Delta Disconnect Quote Header]
    LDCH --> CDCH[Create Delta Connect Quote Header]
    CDCH --> CDOQH[Create Delta Output Quote Header]
    CDOQH --> S4[4. Get Next Move Out Asset]
    
    S4 --> UML[Update Move Out Asset List]
    UML --> FOUOA[Find Open Orders on current Move Out Asset]
    FOUOA --> SAIA[Set Apply Input Asset]
    SAIA --> AP[Apply]
    AP --> SMUAT[Set Move Out Asset To Delta Disconnect]
    SMUAT --> SUHQD[Set Output Quote Header for Delta Disconnect]
    SUHQD --> DD[Delta Disconnect]
    DD --> SDQ[Set Disconnect Quote]
    SDQ --> MDQI[Merge Delta Quote Item into]
    MDQI --> SQHCD[Set Output Quote Header for Delta Connect]
    SQHCD --> DC[Delta Connect]
    DC --> SCQ[Set Connect Quote]
    SCQ --> MCCI[Merge Connect Quote Item to Delta]
    MCCI --> AMOA{Any Move Out Asset?}
    AMOA -- No --> ASD[Assign Due Date]
    ASD --> S6[6. Identified One Move-In Address?]
    AMOA -- Yes --> S4
    
    S6 -- Yes --> CSEP[Check for existing Service Points]
    CSEP --> MAHASL{Move-In Address has 1 or more service...}
    MAHASL -- Yes --> ASSID[Auto Select Service IDs]
    ASSID --> ADDC[Assign Due Date for Connect Quote]
    ADDC --> SDSQ[Save Disconnect Quote]
    SDSQ --> MDQ[Merge Delta Quotes]
    MDQ --> SMQ[Sync Move Quote]
    SMQ --> GDV[Go to Quote Detail View]
    GDV --> E([End])
    
    MAHASL -- No --> NSPE[No Service Point Error]
    NSPE --> CDF
    
    S6 -- No --> NMIA[No Move-In Address Input]
    NMIA --> CDF
    
    CDF -- Continue --> S9[9. Merge Delta Quotes]
    CDF -- Cancel --> GBAV
  
```

FIG. 10M

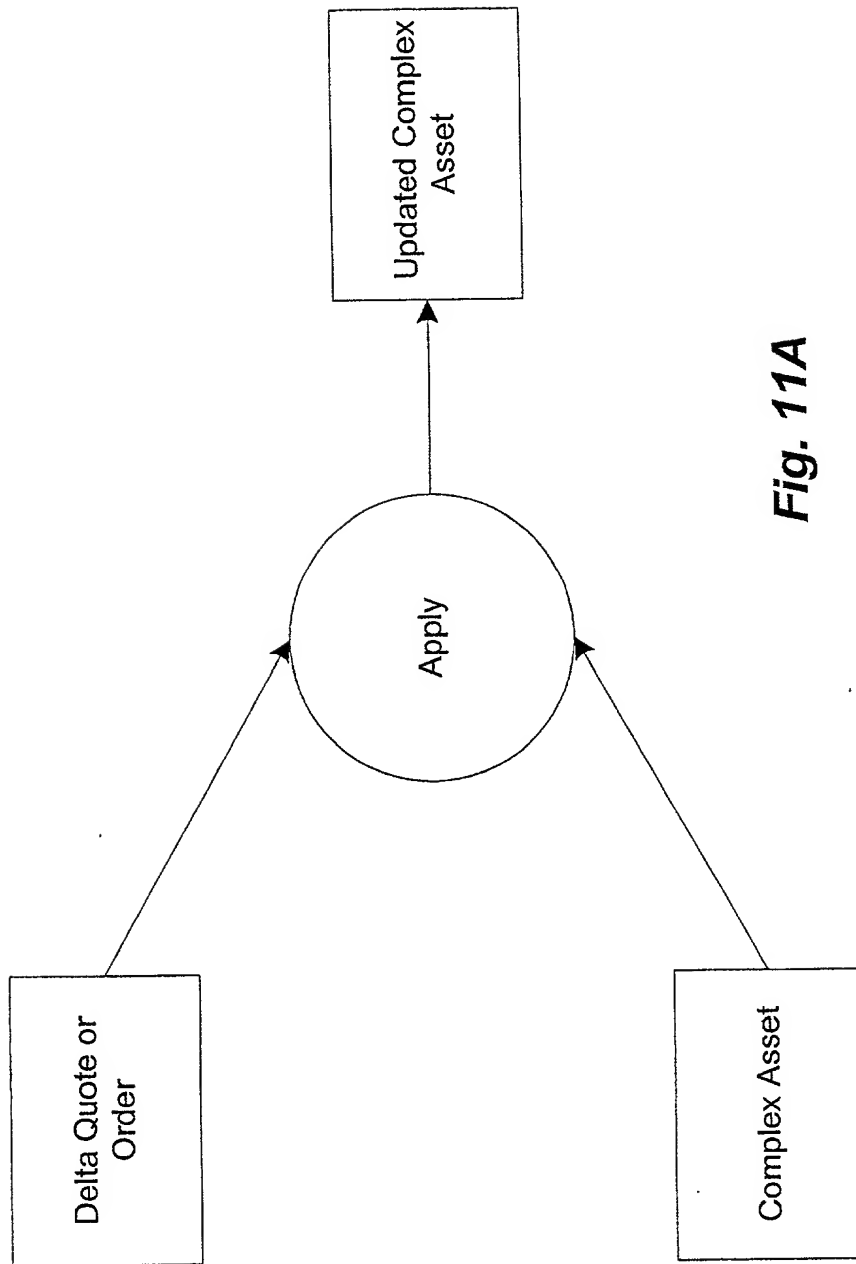


Fig. 11A

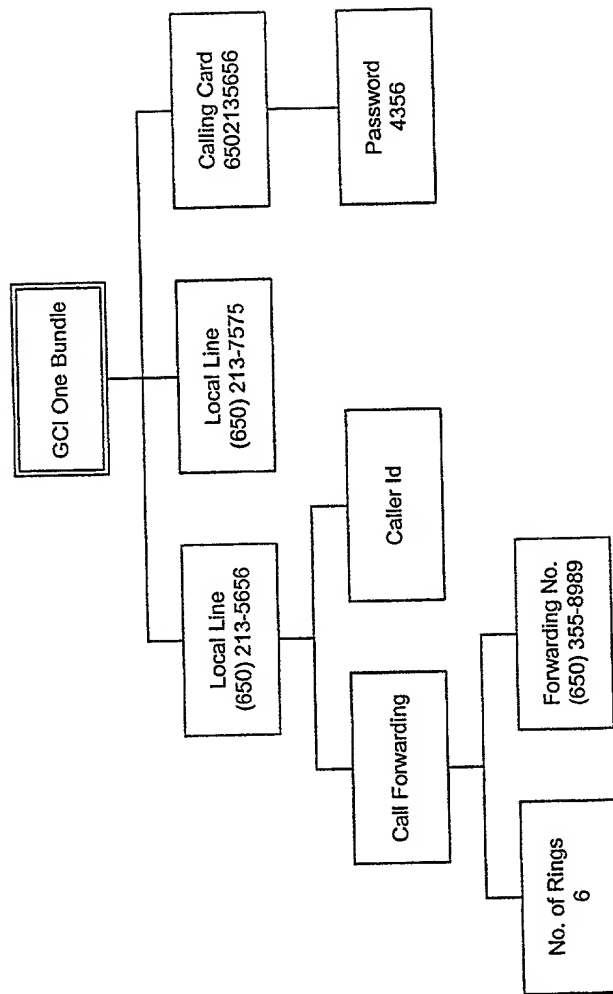


Fig. 11B-1

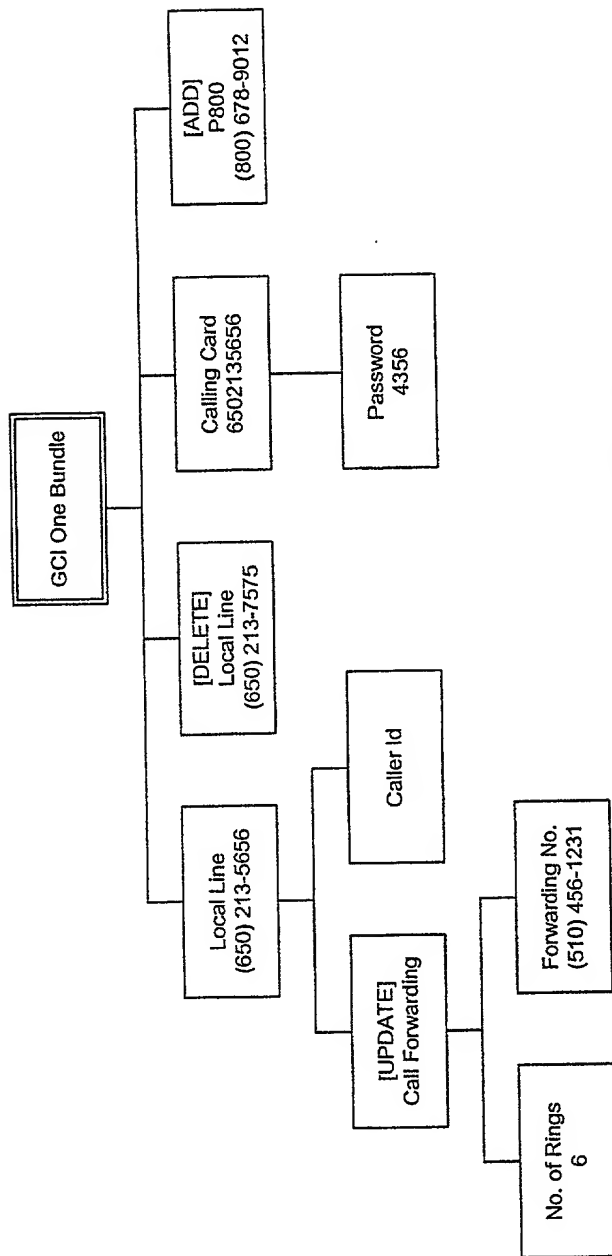


Fig. 11B-2

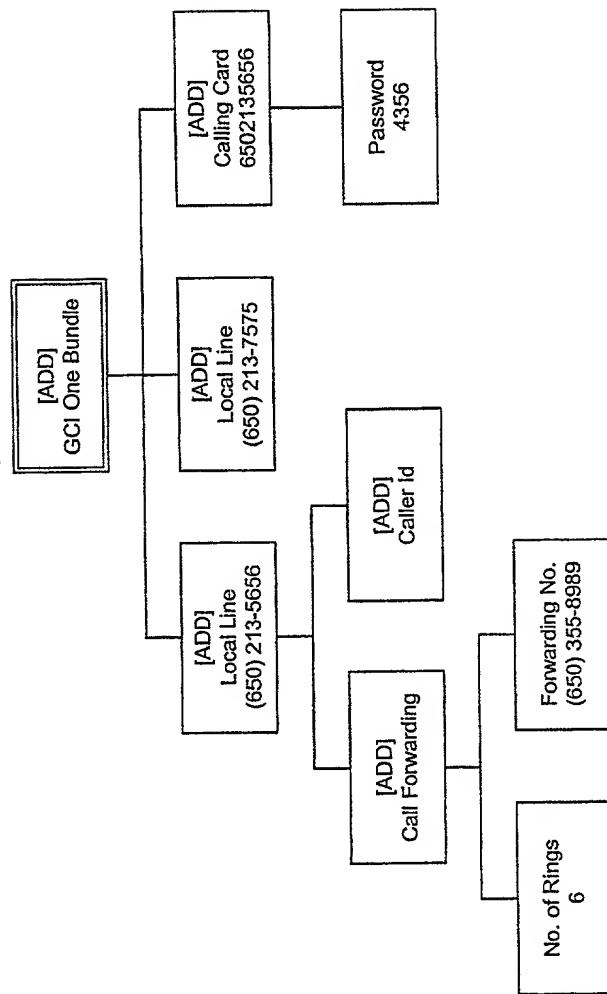


Fig. 11C-1

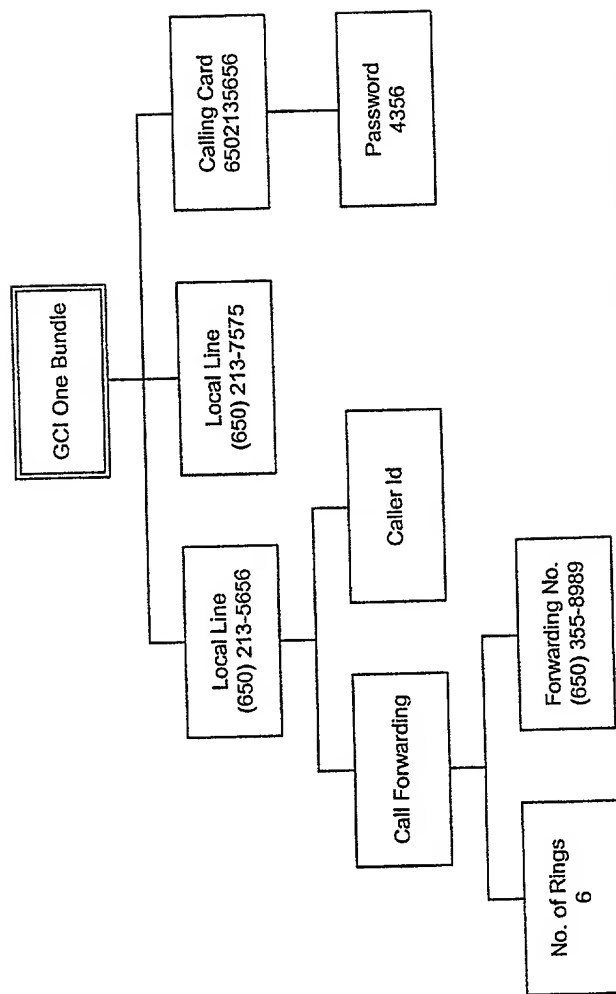


Fig. 11C-2

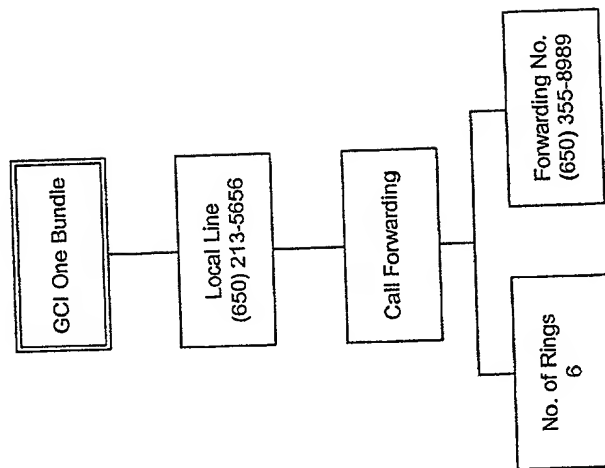


Fig. 11D-1

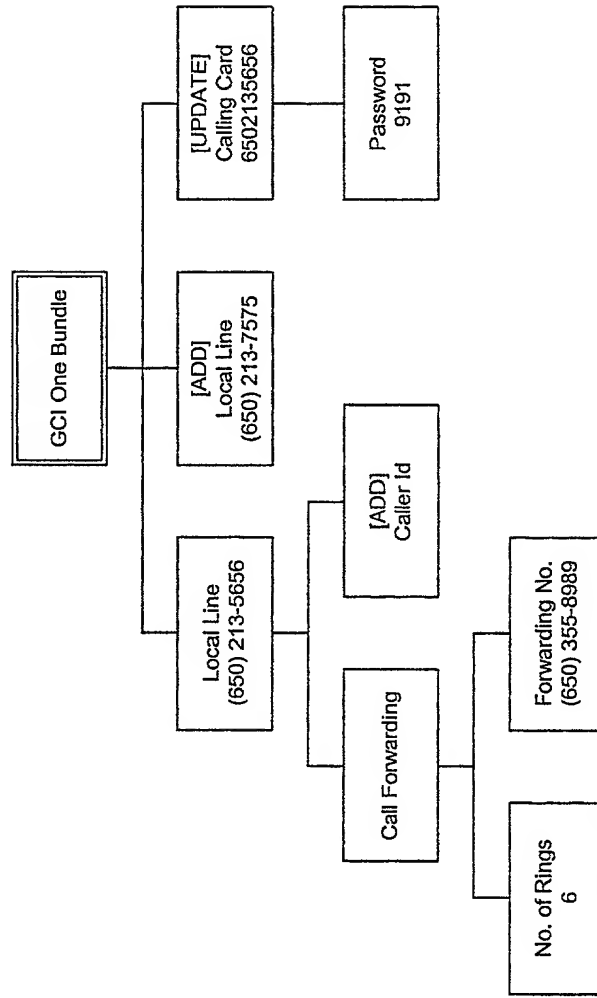


Fig. 11D-2

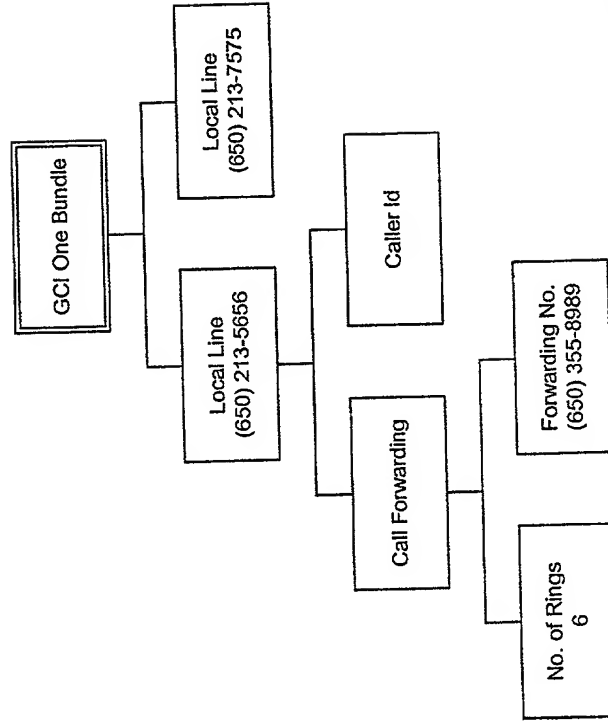


Fig. 11D-3

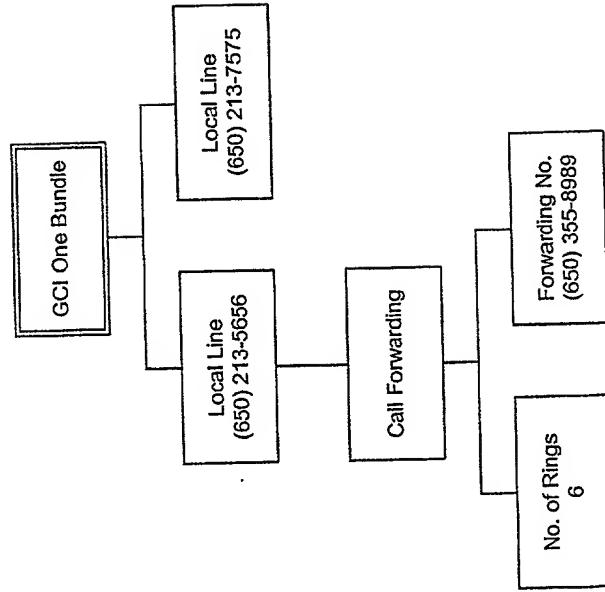


Fig. 11E-1

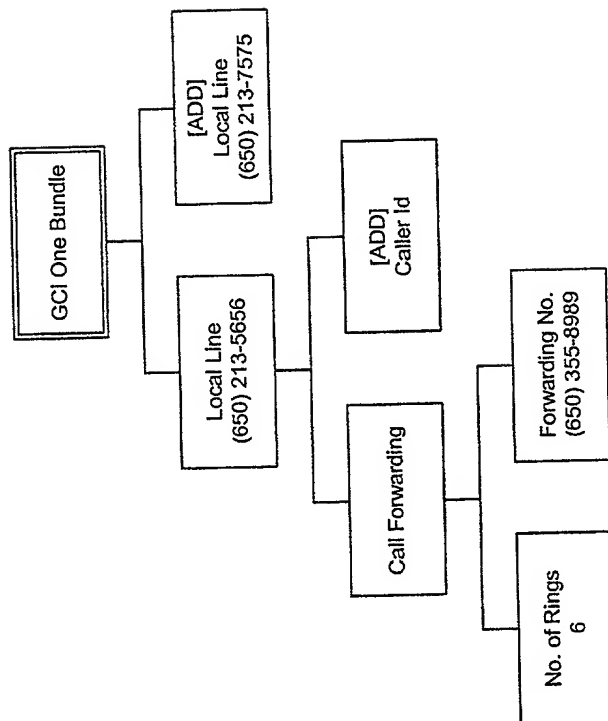


Fig. 11E-2

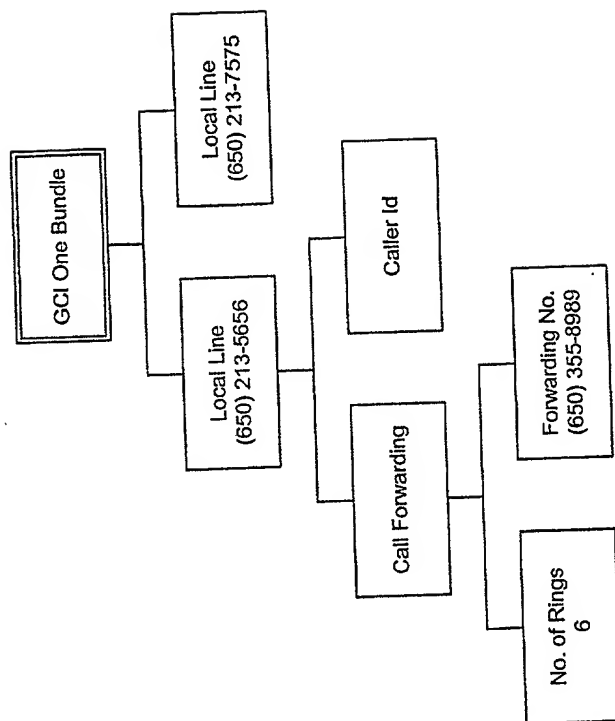


Fig. 11E-3

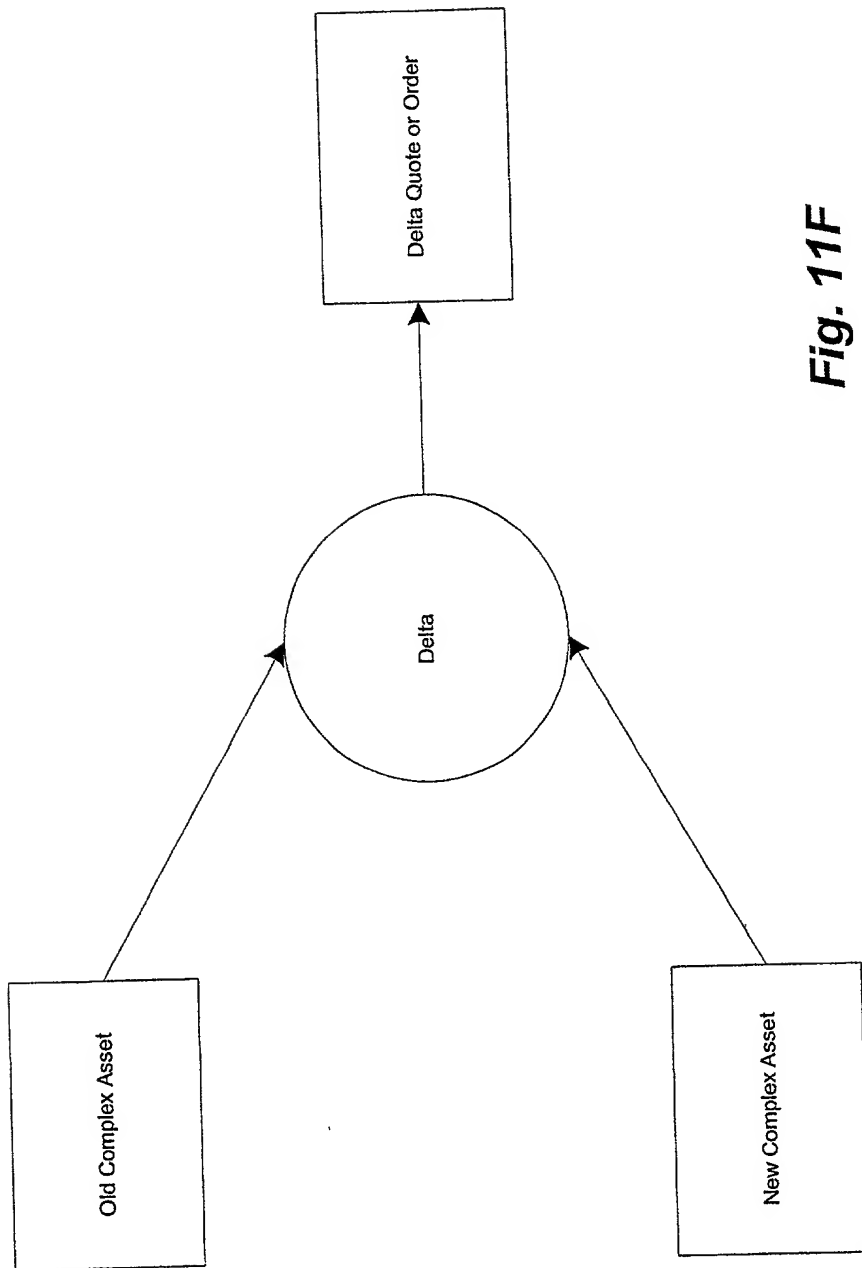


Fig. 11F

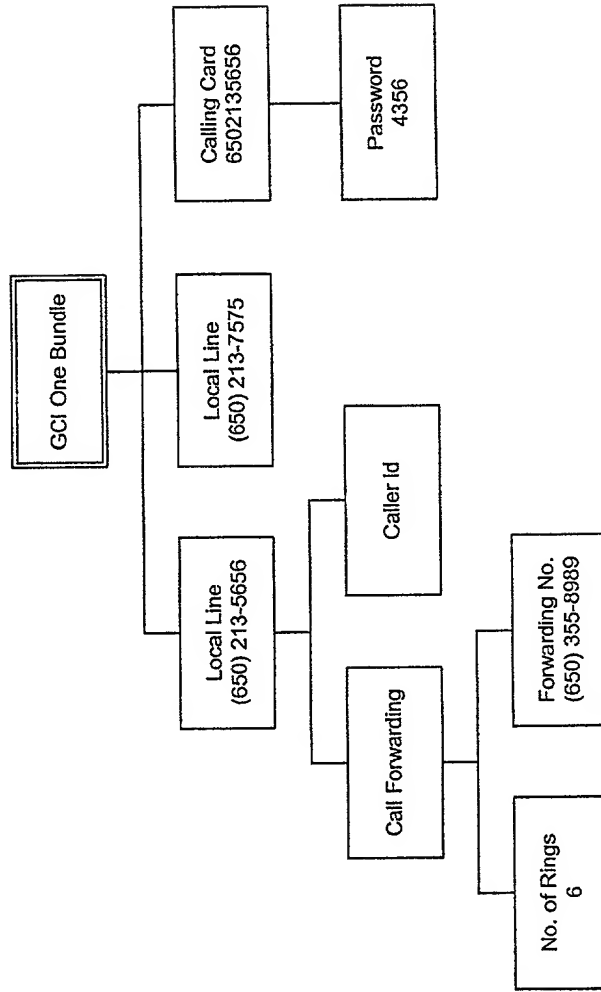


Fig. 11G-1

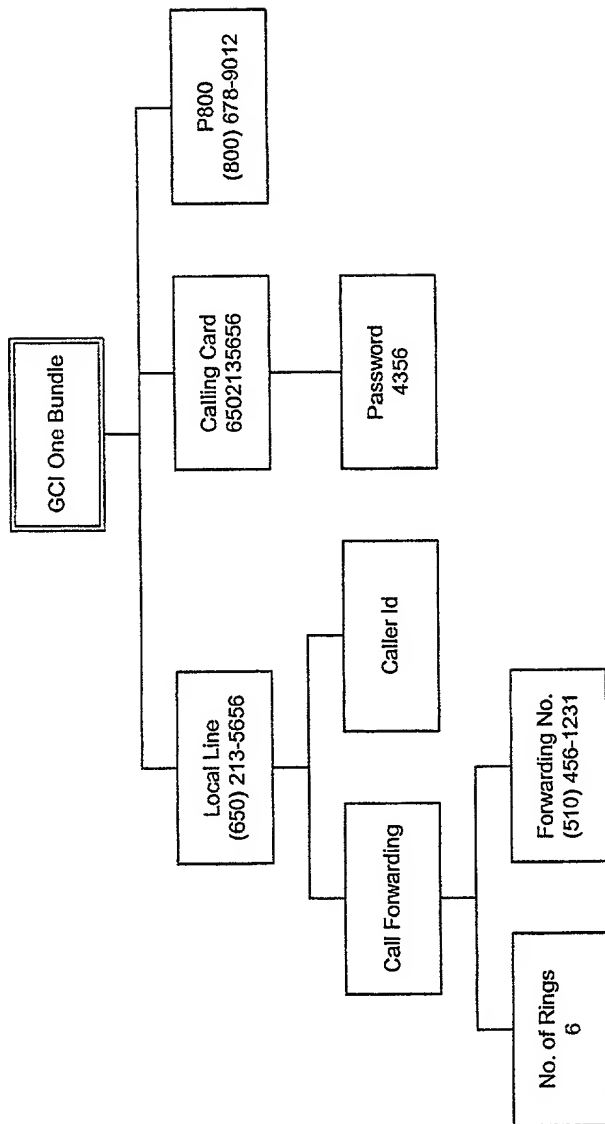


Fig. 11G-2

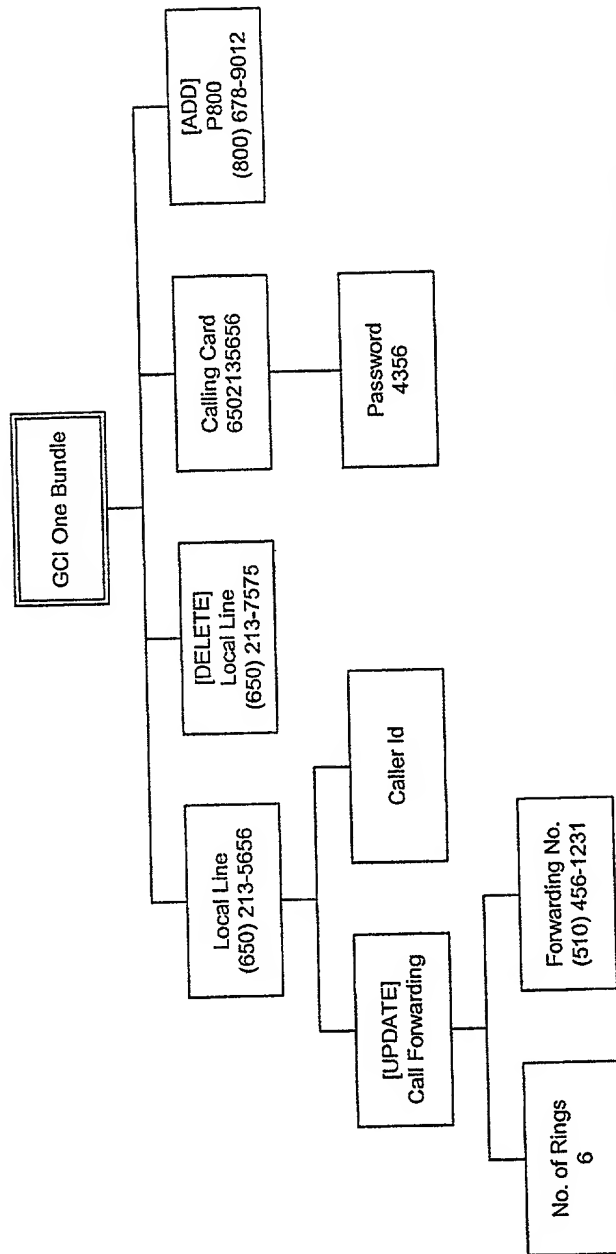


Fig. 11G-3

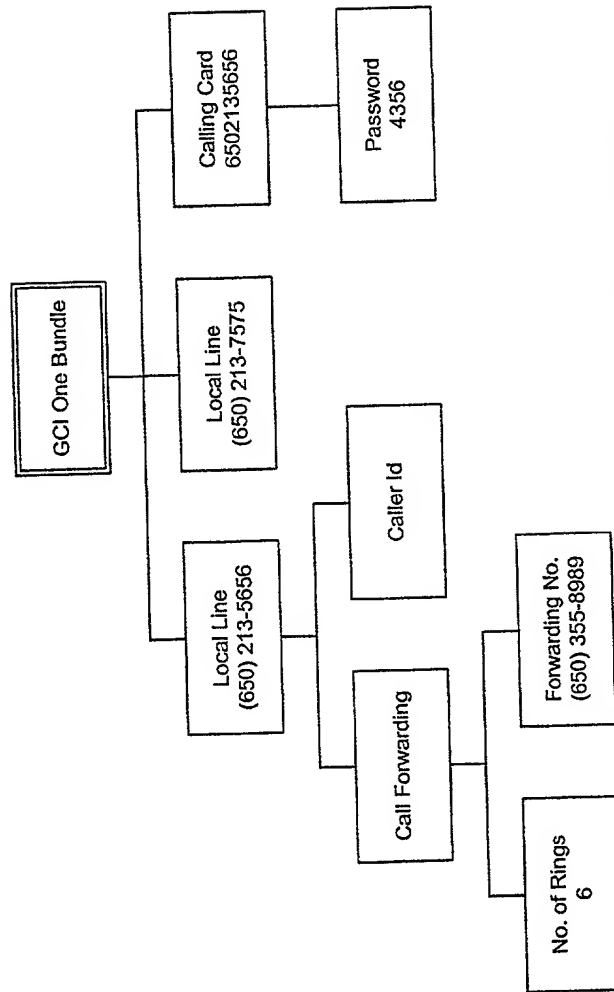


Fig. 11H-1

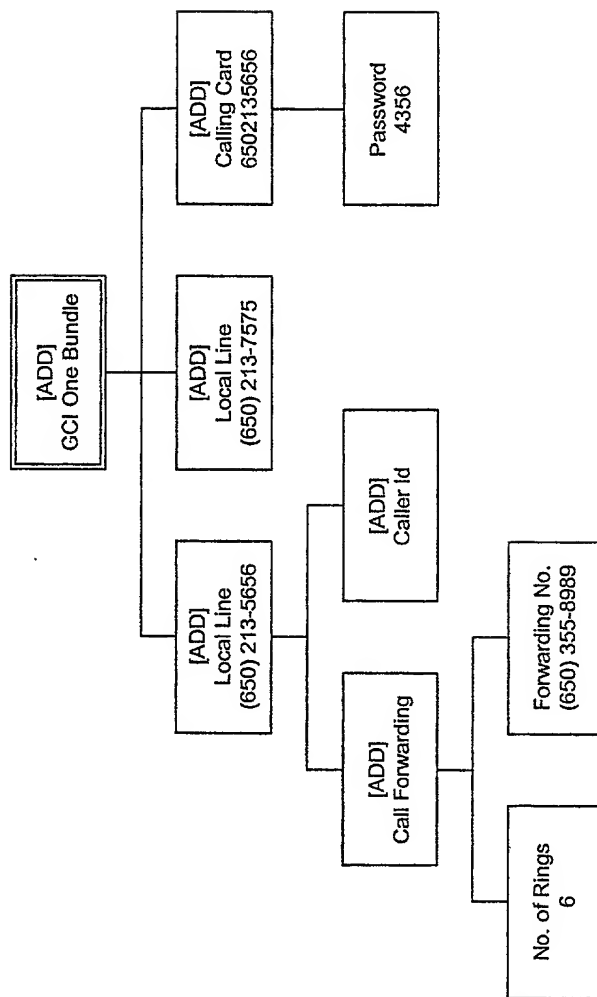


Fig. 11H-2

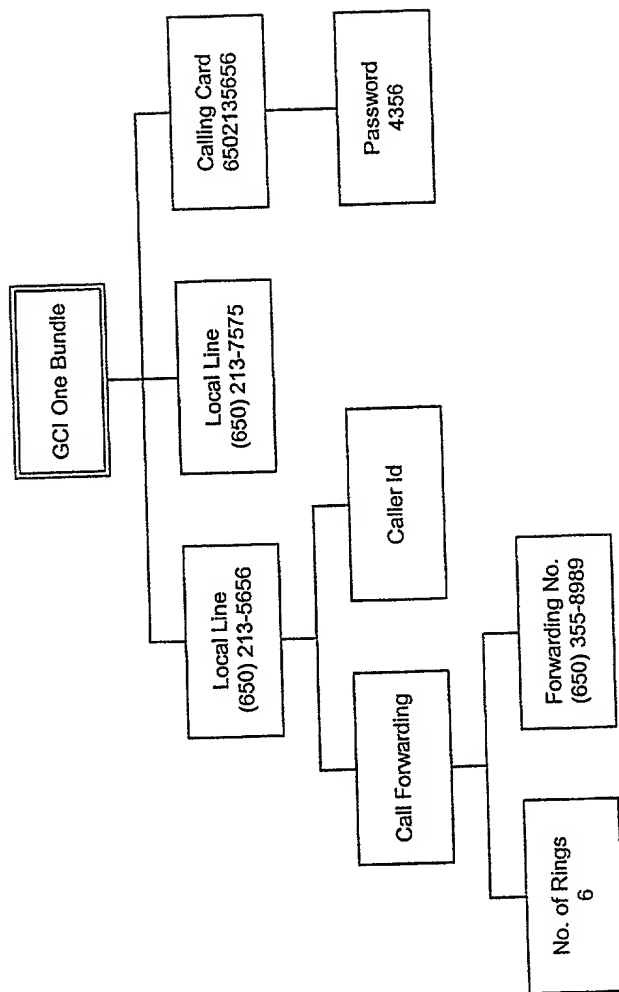


Fig. 11I-1

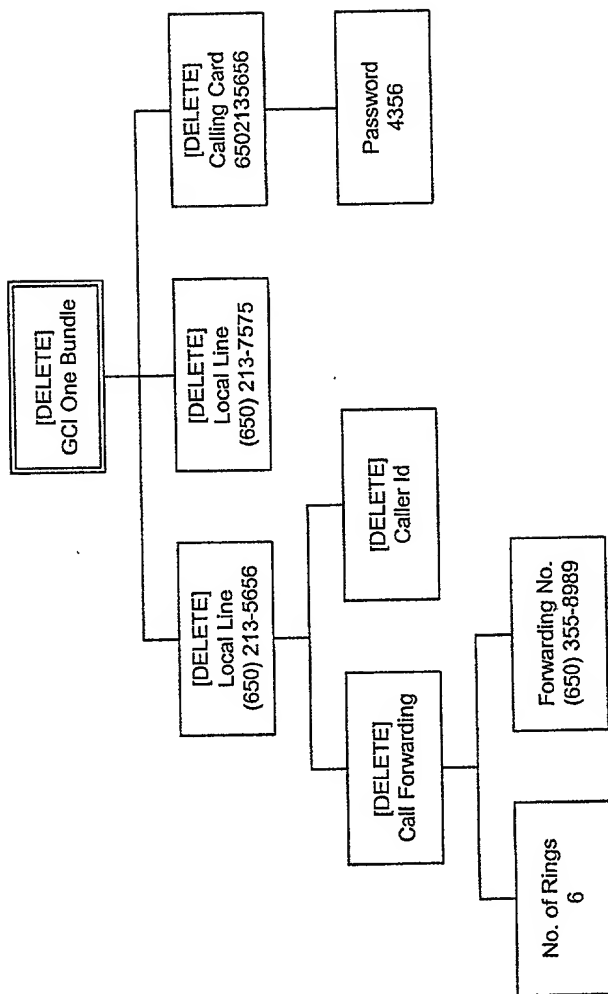


Fig. 111-2

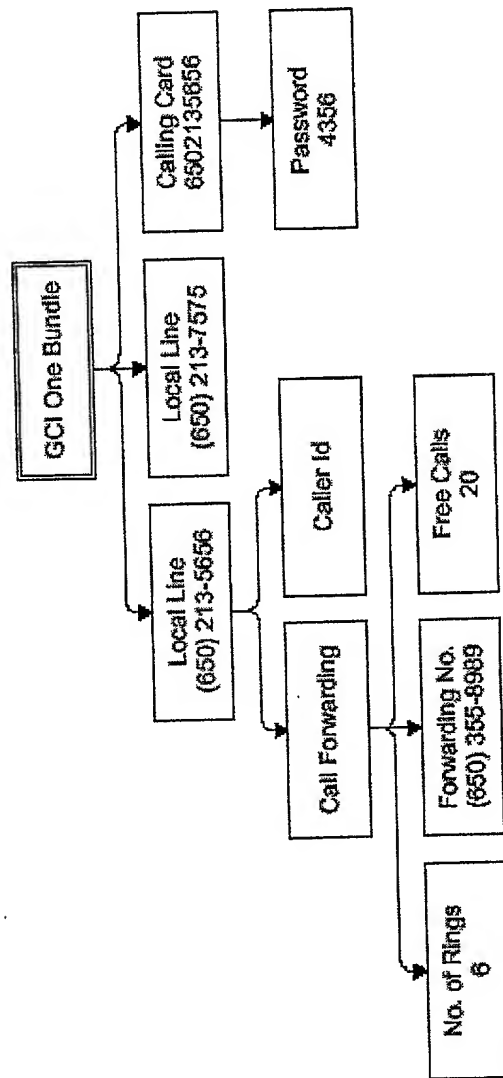


FIG. 11J-1

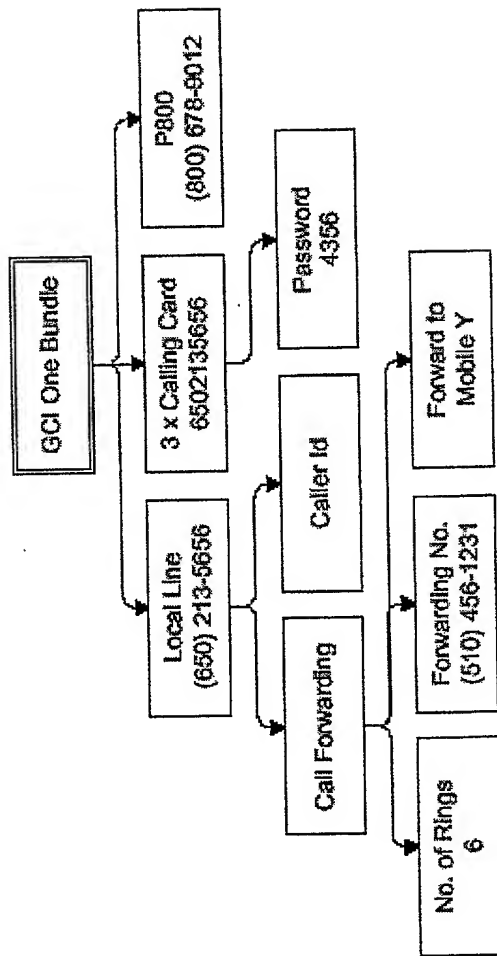


FIG. 11J-2

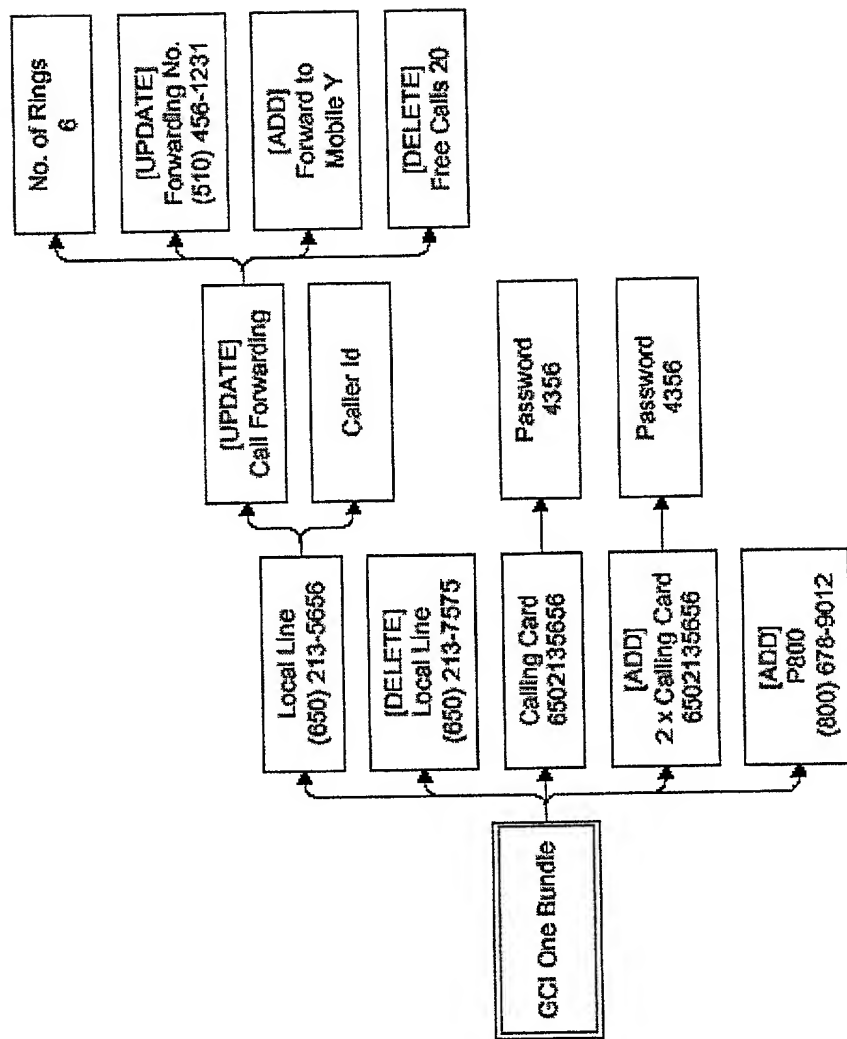


FIG. 11J-3

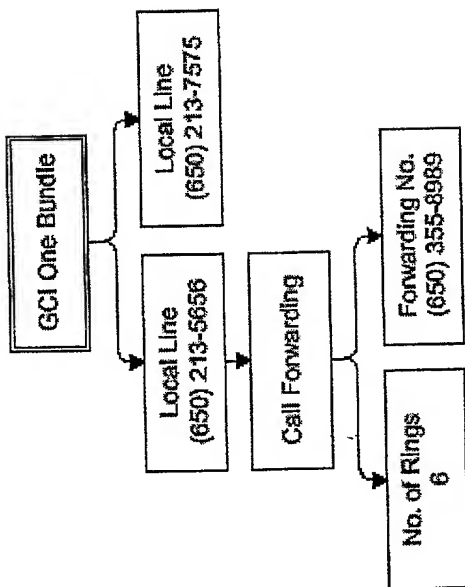


FIG. 11K-1

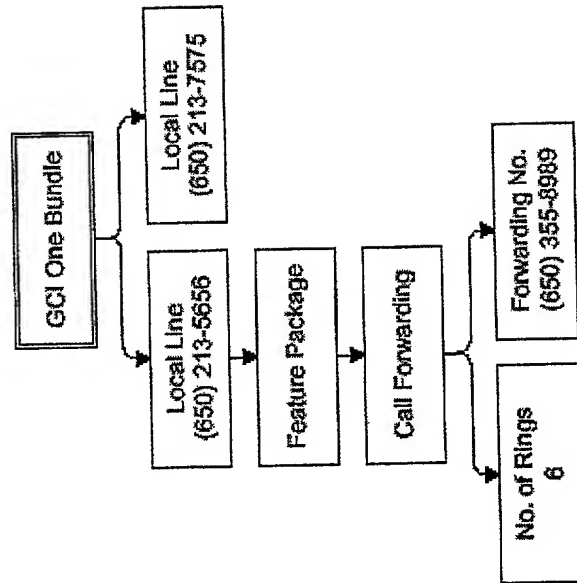


FIG. 11K-2

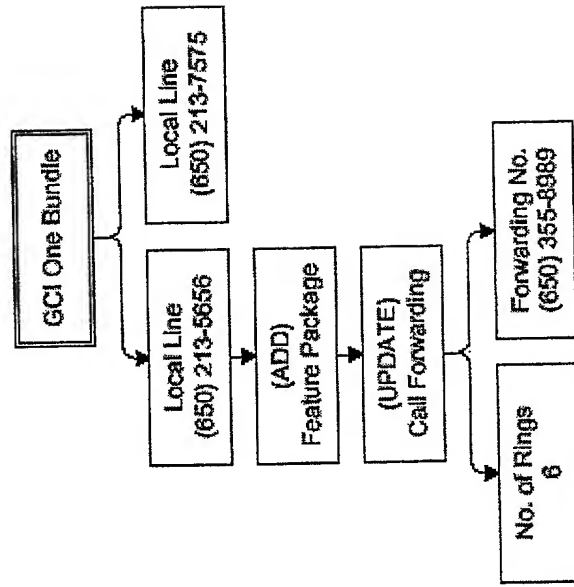


FIG. 11K-3

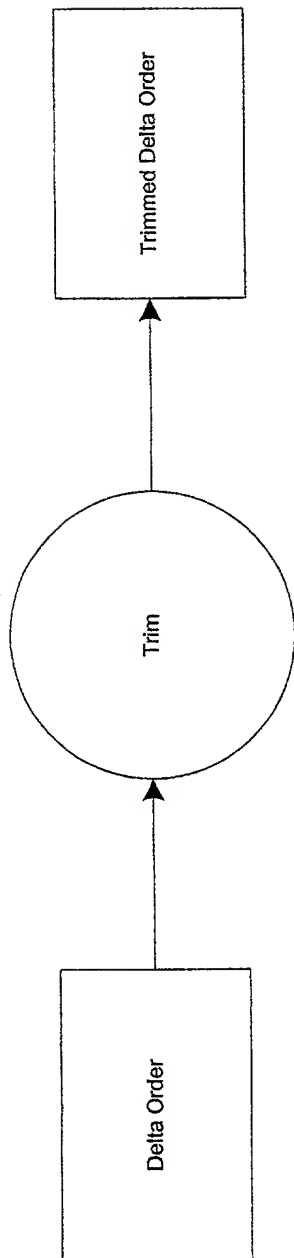


Fig. 11L

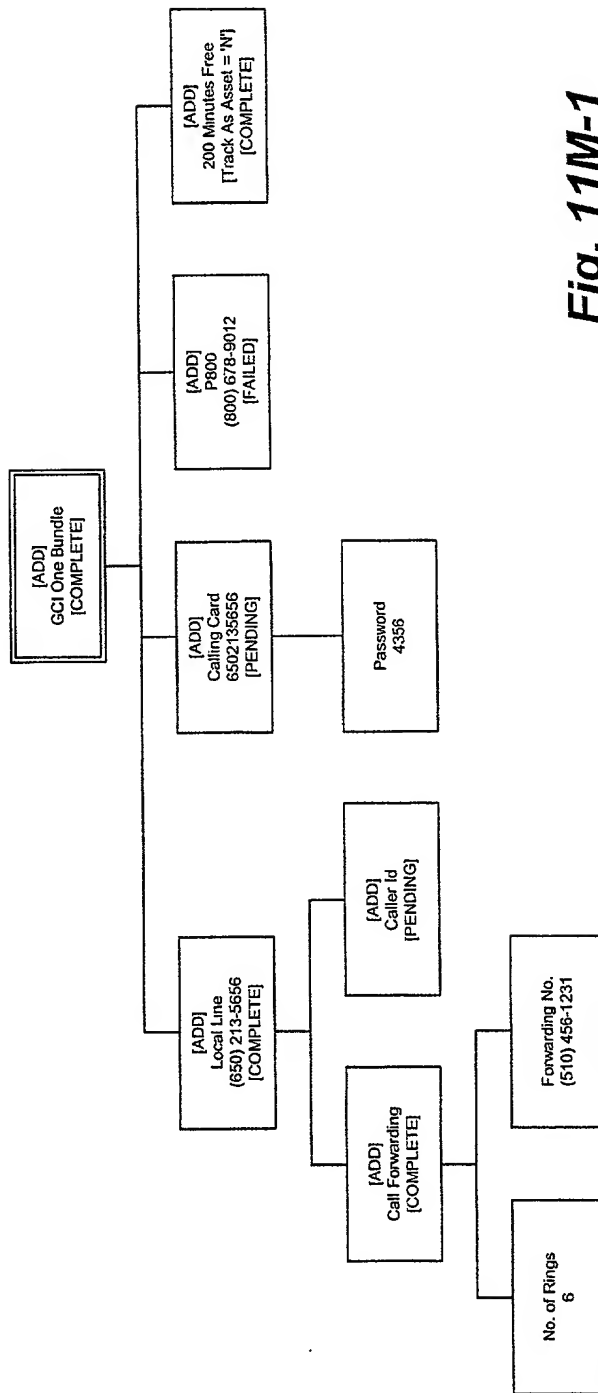


Fig. 11M-1

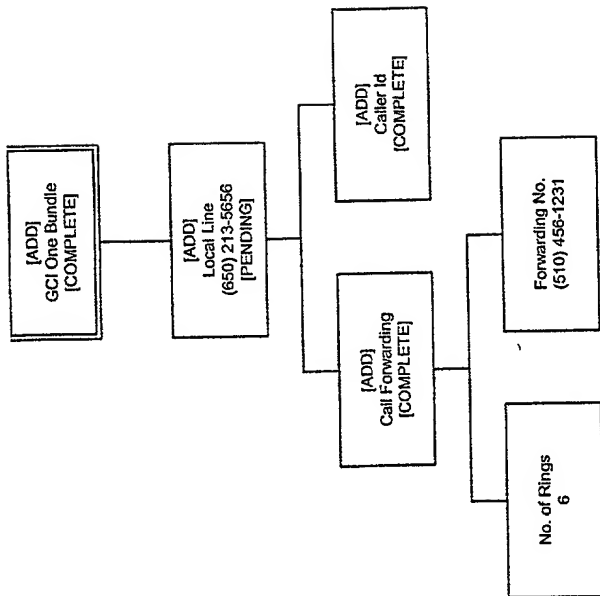


Fig. 11N-1

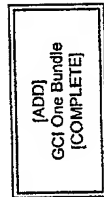
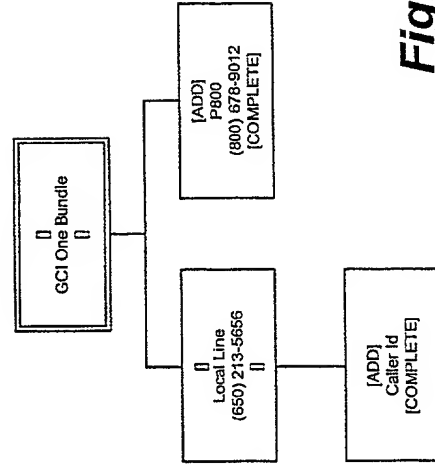
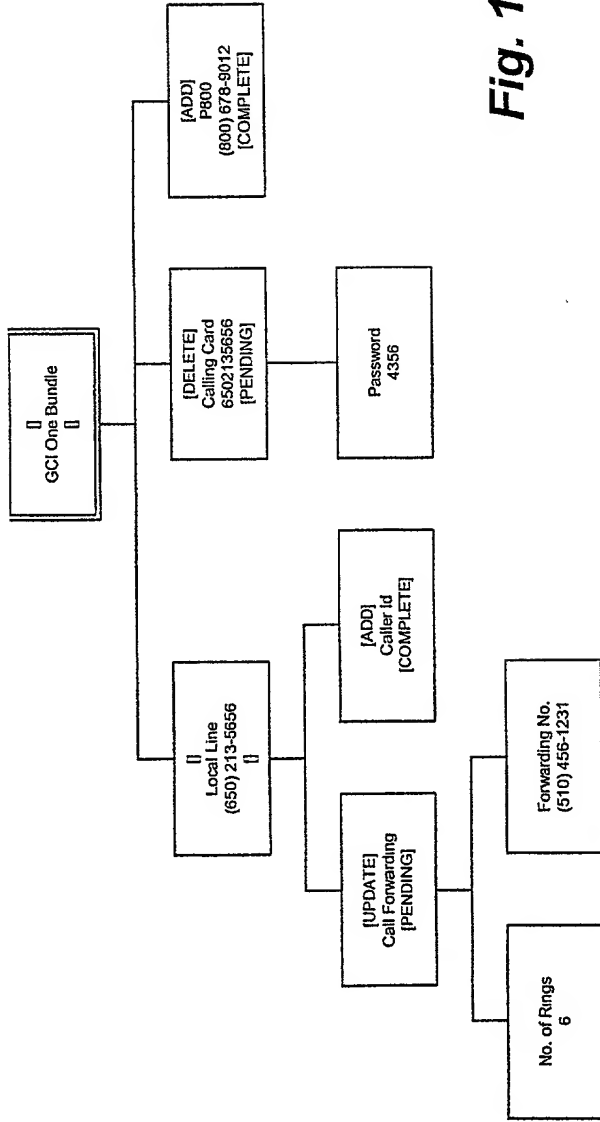


Fig. 11N-2



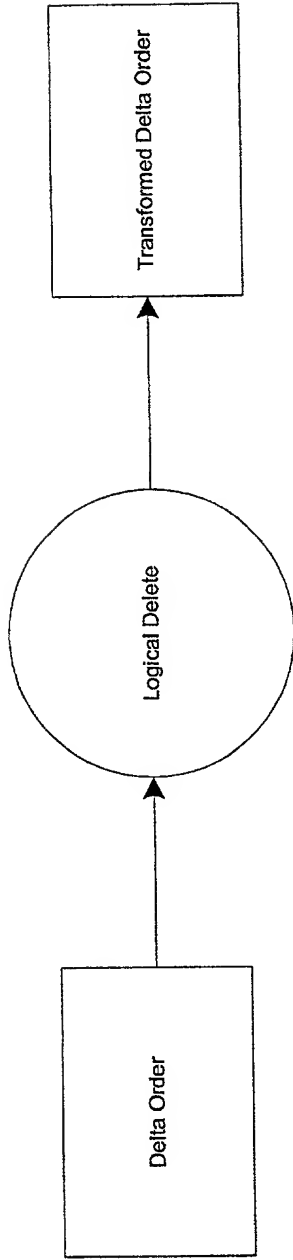


Fig. 11P

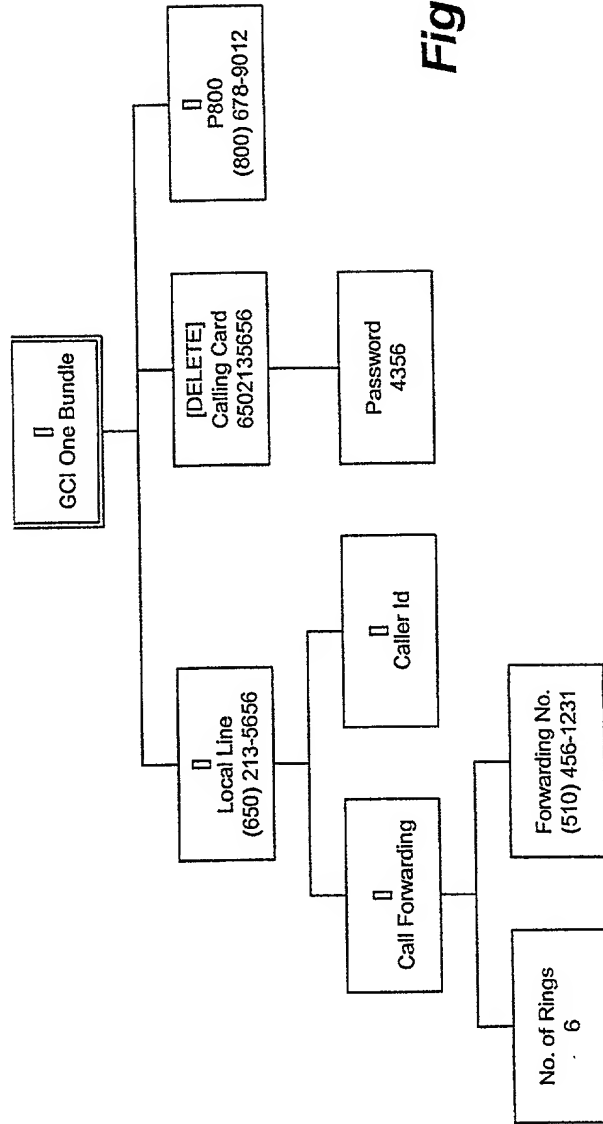


Fig. 11Q-1

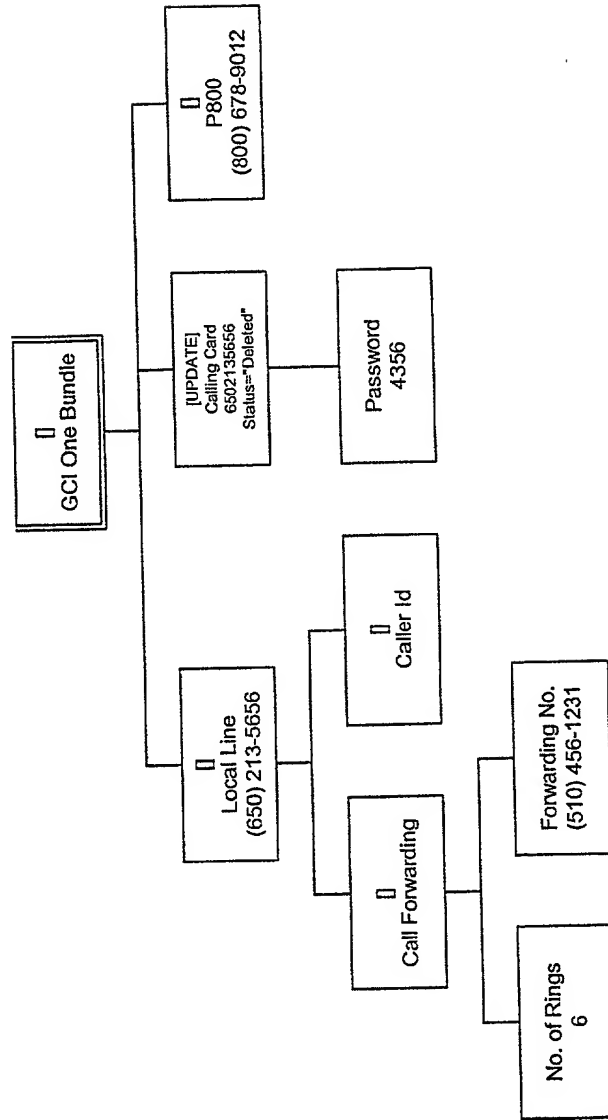


Fig. 11Q-2

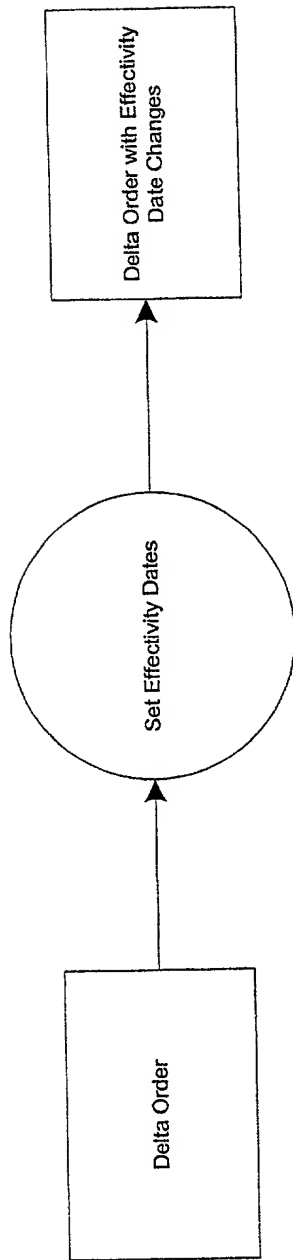


Fig. 11R

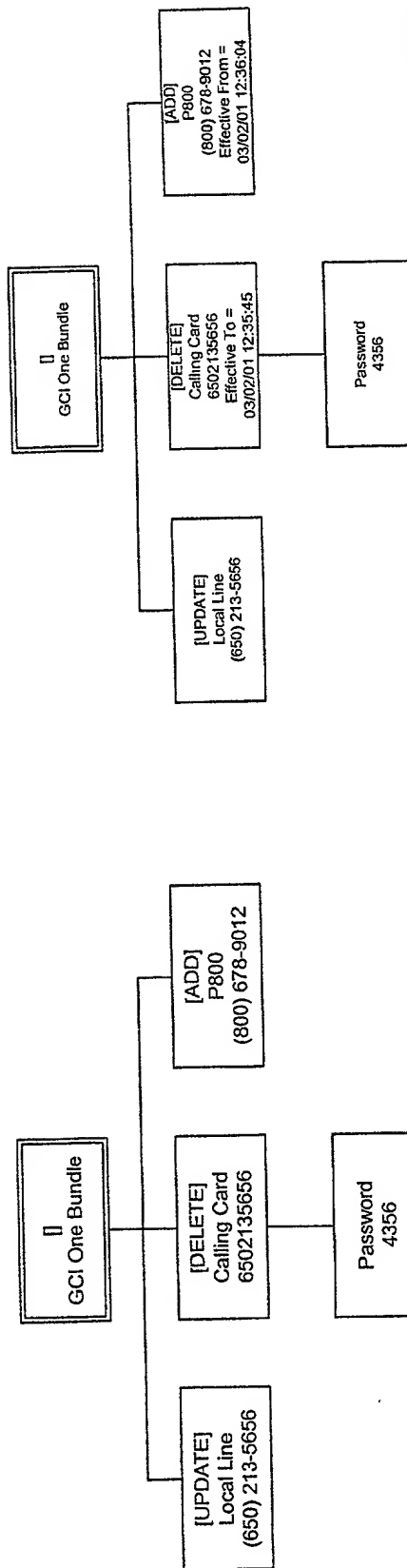


Fig. 11S-2

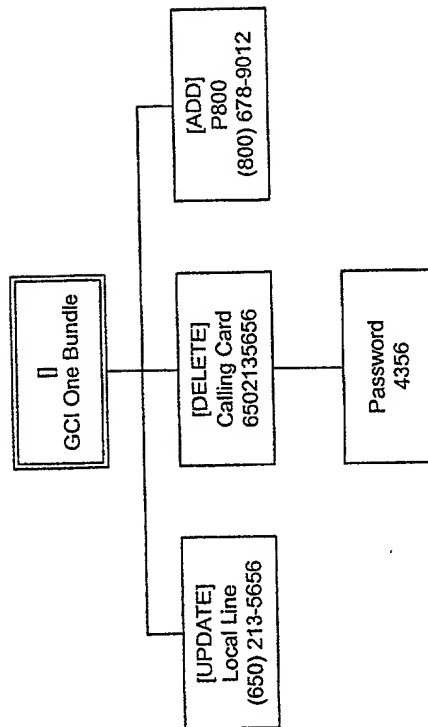


Fig. 11S-1

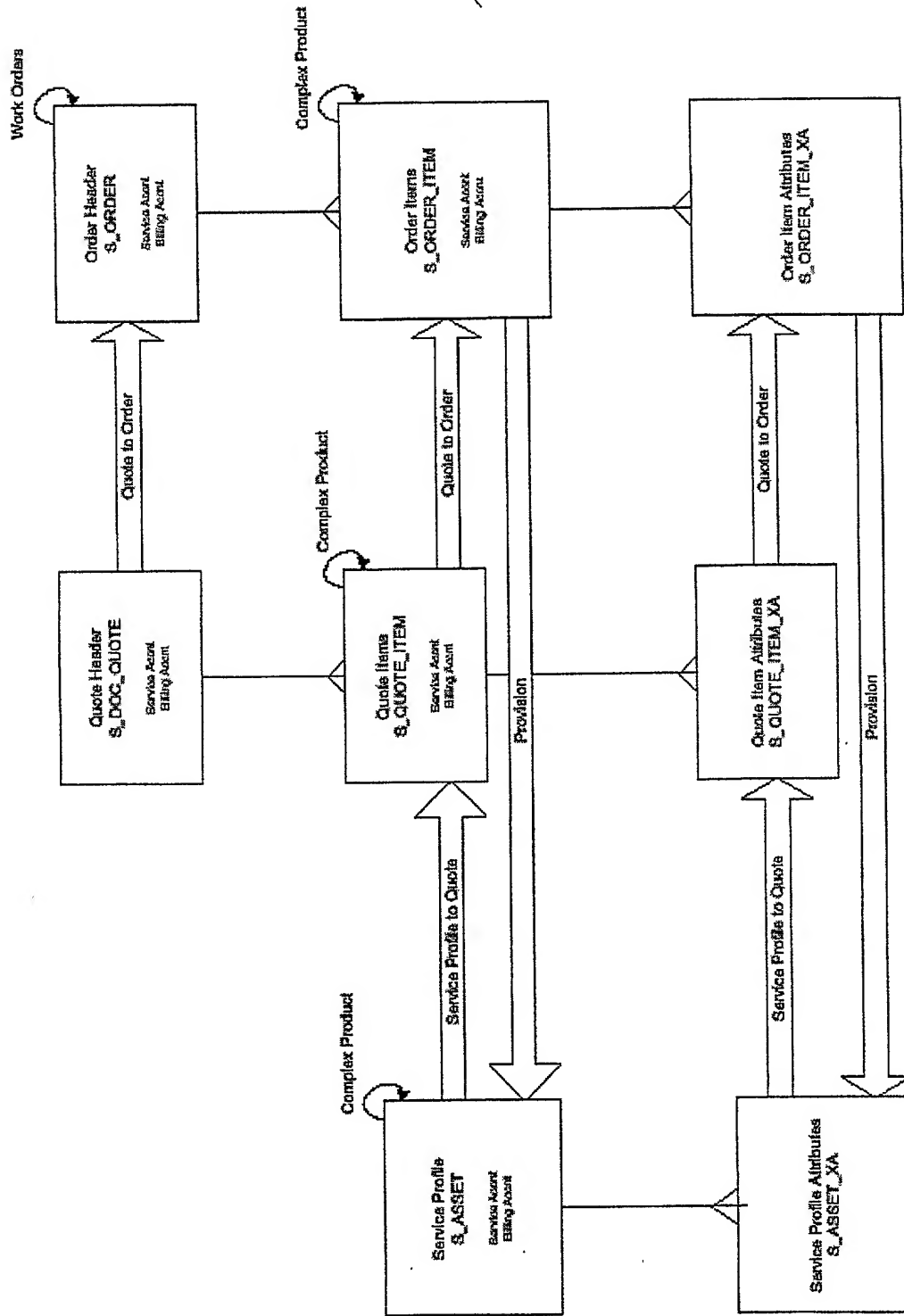


FIG. 12